

Proposal Response For
Greendale School District
Telecommunication RFQ's



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INTERNET | VOICE | TELEVISION | NETWORK SERVICES | CLOUD





HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

HBI Bid Response:

**Greendale School District
Telecommunication RFQ
Bid 02 and Bid 03**



REQUEST FOR QUOTATIONS
GREENDALE SCHOOL DISTRICT
Telecommunication RFQ's

01/25/16

Prepared By:



Communications Consulting, Design and Installation

4933 Allen Road, Little Suamico, WI 54141

Phone (920) 826-4600

www.access-engineering.com

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

1.0 PROJECT OVERVIEW

- 1.01 The Greendale School District issues the following Telecommunication Request for Quotations ("RFQ's"):
- 1) E-Rate Category One - Lit Fiber Option
 - 2) E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network
 - 3) Fiber Optic Utility Maintenance (24x7 break/fix)
- 1.02 The School District will compare & evaluate the cost of lit fiber service versus the total cost of ownership over the life of the facility for self-provisioned fiber construction. The evaluation of the self-provisioned network will reflect the total cost of ownership, including special construction, equipment, maintenance, and operation.
- 1.03 The vendors may submit responses for all options independently of each other.
- 1.04 The issuance of this request in no way obligates the District to purchase any products or services. Respondents are wholly responsible for the costs to produce a quotation. All quotes received become the property of the District.
- 1.05 The District intends to apply for discounts as listed in this RFQ through the federal E-rate program. The criteria, timelines, restrictions, and contractual requirements pertinent to the FY2016 FCC's Second E-Rate Modernization Order apply, and must be met by the successful vendor.
- 1.06 Vendors must have a Service Provider Identification Number (SPIN) which is a unique nine-digit number assigned to service providers by USAC. Vendors may acquire a SPIN number using the following link:
<http://www.usac.org/sl/service-providers/step01/default.aspx>
- 1.07 **Technical Agent for Questions and Information**

Bruce Rowell
Agent – Greendale School District
Access Engineering, LLC
Office: (920) 826-4600
Mobile: (920) 819-2269
browell@access-engineering.com

Prospective Vendors must direct and confine all inquiries and communications concerning this procurement to the Technical Agent, correspondence should be made via e-mail. Questions should include "Greendale School District Telecommunication RFQ's" in the subject line to ensure that the technical agent identifies the email as relating to this request.

Vendors are responsible for periodically monitoring the USAC EPC system for any updates/addenda relating to this RFQ.

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

6.0 PROCESS OVERVIEW

- 6.01 The District intends to apply for discounts as listed in this RFQ through the federal E-rate program. The criteria, timelines, restrictions, and contractual requirements pertinent to the FY2016 FCC's Second E-Rate Modernization Order apply, and must be met by the successful vendor.
- 6.02 The District will entertain responses by following the steps as outlined:

EVENT:

TIMEFRAME:

- | | |
|--|---|
| 1) RFQ/470 Notice posted | <u>Monday January 25th, 2016</u> |
| 2) Pre-Bid Walkthrough | <u>Wednesday, February 24th 2016 at 10:00 A.M.</u> |
| 3) Deadline for questions | <u>Wednesday, March 9th 2016 at 5:00 P.M.</u> |
| 4) Addendums will be uploaded to the USAC EPC system no later than | <u>Friday, March 11th, 2016 at 5:00 P.M.</u> |
| 5) Deadline for proposals/bid opening | <u>Thursday, March 17th, 2016 at 11:00 A.M.</u> |
| 6) 471/Contractual Agreements | <u>No Later Than USAC E-RATE Deadline</u> |
| 7) Commencement Date | <u>Monday May 2nd, 2016</u> |
| 8) Testing/Completion Date | <u>Friday, August 12th 2016</u> |

7.0 GENERAL REQUIREMENTS & GUIDELINES

- 7.01 Each Bidder must assign a single primary contact person representing your firm. Your primary contact will be documented at the time bidding documents are requested. Once documented you may not change your primary contact. All communications regarding this bid process will only be made with the primary contact. AE and the District are not responsible for forwarding information to multiple contacts. All communications including any addendums if issued will be sent will be uploaded to the USAC EPC system. Each bidder is responsible to download any addendums issued and include signed acknowledgements of addendums with your bid response.
- 7.02 Bidders are expected to review the bidding documents and plans prior to the pre-bid conference. Please prepare any questions for the pre-bid conference, bidders requesting information prior to the pre-bid conference will not be responded to.
- 7.03 The issuance of this request in no way obligates GSD to purchase any products or services. Respondents are wholly responsible for the costs to produce a Proposal. All Proposals received become the property of GSD.
- 7.04 The intent of Request For Quotation (RFQ) is to secure a contract between the District and a qualified Outside Plant (OSP) Contractor to provide installation, splicing, and testing of an Underground fiber optic cable system.
- 7.05 By presenting a quote, the bidder acknowledges that they possess the capabilities, equipment, tools, and personnel required to provide an efficient and successful installation.

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

17.0 BID SUBMISSION

17.01 Three (3) Copies of your response must be submitted.

17.02 Your response must include the following information; failure to address any of the requirements may subject your response to rejection:

- Signed & Notarized Bid Sheet #02
- Signed & Notarized Addendums (as applies)
- Vendor Spin #
- Bid Bond
- 3 – References/Similar WI Projects
- Subcontractor Information

17.03 Sealed bid responses may be mailed or hand delivered. Faxed or E-mailed bid submissions will not be accepted. Bid responses shall be labeled as follows:

**Greendale School District Administrative Offices
Telecommunication RFQ Response
6815 Southway
Greendale, WI 53129**

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID SHEET #02

**E-RATE CATEGORY ONE – SPECIAL CONSTRUCTION COSTS – SELF-PROVISIONED
CONSTRUCTION OF HIGH-SPEED BROADBAND NETWORK**

Subscribed and sworn to before

me this 15 day of

March, 2016

Brown County, State

Myra M. Wm. Co.
Notary Public

My Commission Expires 4/21/2017

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Holtger Bros., Inc,
Company
rebecca.denman@holtger.com
e-mail

De Pere
City
(920) 606-4205
Phone

WI
State
(920) 337-4946
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 1168,820.00
Total Lump Sum Price

Donald G. Holtger Pres, CEO
Signature of Bidder

Donald G. Holtger
Print or Type Name

President/CEO
Title



**REQUEST FOR QUOTATIONS
GREENDALE SCHOOL DISTRICT
Telecommunication RFQ's
ADDENDUM #1**

03/11/16

Prepared By:



Communications Consulting, Design and Installation

4933 Allen Road, Little Suamico, WI 54141
Phone (920) 826-4600 Fax (920) 826-6710
www.access-engineering.com

GREENDALE SCHOOL DISTRICT –TELCOMMUNICATION RFQ's

Please review the following clarifications, changes, adds, and omissions as described herein. This addendum supercedes all previous specifications as referenced, all other specifications and requirements as outlined in the original bidding documents remain in effect.

This Addendum is in reference to:

Request #2 Only - E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network

Three (3) copies of this signed Addendum must be included along with three (3) copies of all originally requested submittals.

CORRECTION –

- 11.04 The Bidder agrees to commence and maintain construction of the Project and agrees to prosecute diligently and to complete construction of the Project in strict accordance with the Plans, Specifications, and Construction Drawings. Completion deadline is ~~Saturday, September 4th, 2010 @ 11:59 PM.~~ **Friday, August 12th 2016, @ 11:59 PM.**

CORRECTION –

- 14.09 Additional detail regarding outside plant (OSP) and inside plant (ISP) placement requirements are shown in the attached CAD and Standard drawings.

Set of Maps

One	(1) Project Overview	1" = 325'	
Thirteen	(13) 10 Detail Drawings	1" = 50'	
Three	(3) Interior Drawings	No Scale	
Two	(2) Standard Drawings	No Scale	"Attachment B"

The Detail Drawing Set includes (10) Maps; 1, 2, 3, 4, 5, 6, 7, 10a, 11, and 12. Map 10a was created to eliminated multiple maps at the intersection of S. 51st & W Ramsey Ave.

Also - it appears that Project Overview and Interior Map Set map sets are missing from the USAC web site. We will re-post the missing maps to their site.

To Access the map sets go to the link below:

<https://data.usac.org/publicreports/Form470Rfp/index>

Enter in the "red asterisk" required fields:

- Starting Posting Date: 07/01/2015 (auto filled)
- Applicant Type: School District (not school)
- Billed Entity Number: 132826
- End Posting Date: (auto fills current date)
- Applicant State: WI
- Applicant Zip: 53129
- Service Type: All Service Types

Click Search

Scroll to the bottom of the page to see the posted files, slide the bar to the Right to see the PDF download links

GREENDALE SCHOOL DISTRICT –TELCOMMUNICATION RFQ's

CORRECTION –

15.0 OPTICAL MATERIALS

15.01 The contractor must supply the following material with their quotation, NO SUBSTITUTIONS:

MANUFACTURER	PART NUMBER	DESCRIPTION	QUANTITY
Corning	012EU4-T4701D20	12 Strand Corning, SM G.624.D, All Dielectric, DryBlock	10,000'
Corning	024EU4-T4701D20	24 Strand Corning, SM G.624.D, All Dielectric, DryBlock	1,800'
Corning	036EU4-T4701D20	36 Strand Corning, SM G.624.D, All Dielectric, DryBlock	5,500'
Fiber Instrument Sales	F1RM2RU4XL	2RU Rack Mount Enclosure 48 Port Add Adapters, Blanks, Trays	3
Fiber Instrument Sales	F1SC6DBKSUL	SM Duplex SC 6 Pack Loaded Plate	10
Fiber Instrument Sales	F1BLANKUBK	Blank Plate	7
Fiber Instrument Sales	F18729G	12 Position Fusion Splice Tray Aluminum with Clear Cover 4" x 11"	5
Fiber Instrument Sales	SP12SCUPCBU	12 Fiber SM Color Coded Pigtails 3M Length	5
PLP	80061057	PLP Coyote Case 9.5" x 28"	2
PLP	80810086	Standard Long Splice Tray 36 - PLP Coyote Case 9.5" x 28"	2
PLP	8003691	Grommet .40" - .60" (10.2 - 15 mm)	5

MANUFACTURER	PART NUMBER	DESCRIPTION	QUANTITY
Corning	012EU4-T4701D20	12 Strand Corning, SM G.624.D, All Dielectric, DryBlock	10,000'
Corning	024EU4-T4701D20	24 Strand Corning, SM G.624.D, All Dielectric, DryBlock	1,800'
Corning	036EU4-T4701D20	36 Strand Corning, SM G.624.D, All Dielectric, DryBlock	5,500'
Fiber Instrument Sales	F1RM2RU4XL	2RU Rack Mount Enclosure 48 Port Add Adapters, Blanks, Trays	2
Fiber Instrument Sales	F1SC6DBKSUL	SM Duplex SC 6 Pack Loaded Plate	4
Fiber Instrument Sales	F1BLANKUBK	Blank Plate	6
Fiber Instrument Sales	F18729G	12 Position Fusion Splice Tray Aluminum with Clear Cover 4" x 11"	5
Fiber Instrument Sales	SP12SCUPCBU	12 Fiber SM Color Coded Pigtails 3M Length	5
PLP	80061057	PLP Coyote Case 9.5" x 28"	2
PLP	80810086	Standard Long Splice Tray 36 - PLP Coyote Case 9.5" x 28"	2
PLP	8003691	Grommet .40" - .60" (10.2 - 15 mm)	5
Panduit	FAP6WBUDSCZ	SM Duplex SC 6 Pack Loaded Plate	3

CLAIRIFICATION –

- During the walkthrough the question was asked if the winning contractor would have to obtain a permit/inspection from the Village of Greendale, Inspections Office?

AE contacted Scott Satula, Village of Greendale, Director of Inspection and Community Development. Scott stated there Would Not be any required permits/inspections/fees associated with interior piping for our project.

GREENDALE SCHOOL DISTRICT –TELCOMMUNICATION RFQ's

ADDENDUM #01 - Request #2 - E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network

Subscribed and sworn to before

me this 15 day of

March, 2016

Brown County, WI

Walter M. W. W. W. W.
Notary Public

My Commission Expires 4/2/2017

This Addendum, submitted by the undersigned bidder to Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Holtger Bros., Inc.
Company
rebecca.denman@holtger.com
e-mail

De Pere
City
(920) 606-4205
Phone

WI
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(920) 337-4946
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

Donald G. Holtger Pres, CEO
Signature of Bidder

Donald G. Holtger
Print or Type Name

President/CEO
Title

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

18.0 BID #03 – FIBER OPTIC MAINTENANCE (24x7 break/fix)

- 18.01 The intent of the Maintenance request is to secure a contract between the School District of Greendale and a local Outside Plant (OSP) Contractor to provide as needed maintenance of Underground Singlemode fiber optic cable system. This request is for a paid-upon-as-needed basis to support break-fix repair of District owned fiber network. Contractor must own proper OSP underground/aerial equipment such as: backhoes, directional boring equipment, trenchers, vibratory plows, and bucket trucks. Contractor must own or sub-contract proper fiber optic splicing and test equipment such as: fusion splicer, power meter & light source, and Optical Time Domain Reflectometer (OTDR). The Contractor must be able to provide 24 x 7 x 365 support, with an on-site response time not exceeding 4-hours.
- 18.02 The successful Contractor will be paid for time and materials provided on an as-needed basis. Required work will be processed through work orders generated by the District. The Contractor will be paid Unit Rate Pricing acquired through the bidding process or negotiated with the contractor. Unit Rate Pricing is requested in Bid Sheet #03. Please note that your unit rate prices for Maintenance Bid Sheet #03 do not apply to Prevailing Wage Determinations. Certain larger projects may require the District to request quoted prices from the Contractor.
- 18.03 The Contractor must provide a 24 x 7 phone number, or pager number, or answering service for emergency response.
- 18.04 The Contractor is requested to outline a price, if any, for retainer to respond within 4 hours. Please list your price on Bid Sheet #03. The request is for a five (5) year term.
- 18.05 The Existing and Proposed District infrastructure is detailed in the overview map for this project.
- 18.06 Emergency Fiber Optic Repair Materials: The District will store and provide approximately 1,000' of 12, 24, and 36 SM OSP Fiber that may be used for emergency situations. The successful maintenance contractor will supply all other materials such as; Aerial hardware, Underground plow duct & Locate Wire, Splice cases. Contractor must provide fusion splice sleeves and other consumables required to properly repair the optical cable network.
- 18.07 A drive-out of the system may be performed once every two (2) years by Access Engineering. AE will compile a list of any required maintenance.
- 18.08 The unit rate pricing requests sheets on the following pages are intended to gauge and compare unit rate pricing. The cost for maintenance work shall be paid to the Contractor by using a combination of unit rate prices and negotiated costs for the actual work required.

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.0 UNIT RATE PRICING

- 19.01 Response time to customer site for all units provided.
A maximum allowable time of four (4) hours is allowed.

7:00 am to 5:00 pm

5:01 pm to 6:59 am

19.02 Underground Unit Rate Pricing

Included in the units shown, all personnel will be equipped with proper tools to support underground plant, this will include but is not limited to: Hand tools, shovels, picks, rakes, tamping rollers, cable trailers, reel bucks, gas powered concrete/asphalt road saws, etc. The crew will be equipped with the proper underground hardware and plow duct to support the cable plant. Materials may be supplied by the customer, or the Contractor may be requested to quote the required material. Any underground units not included in the list below must be negotiated prior to work for such precluded units being performed. Materials provided by the Contractor for tasks associated with unit pricing have the same specification as Section #11.0.

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
One (1) foreman/operator	\$ <u>62.00</u>	\$ <u>93.00</u>
One (1) operator	\$ <u>48.00</u>	\$ <u>62.00</u>
One (1) laborer	\$ <u>32.00</u>	\$ <u>48.00</u>
One (1) truck	\$ <u>38.00</u>	\$ <u>38.00</u>
One (1) backhoe	\$ <u>44.00</u>	\$ <u>44.00</u>
One (1) Dump truck	\$ <u>38.00</u>	\$ <u>38.00</u>
One (1) Directional Boring Rig	\$ <u>180.00</u>	\$ <u>180.00</u>
Trip Charge Per Crew If Any	\$ <u>230.00</u>	\$ <u>310.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Directional Bore single 2" duct Include all duct, locate wire, and pull rope	\$ <u>11.00</u>	\$ <u>18.00</u>
Directional Bore dual 2" duct Include all duct, locate wire, and pull rope	\$ <u>12.00</u>	\$ <u>19.50</u>
Hand dig to a depth of forty-two inches (42") trench shall be wide enough for the placement of one (1) two inch (2") plow duct Hand dig - per square foot.	\$ <u>18.00</u>	\$ <u>38.00</u>
Saw cut asphalt/concrete per linear foot	\$ <u>12.00</u>	\$ <u>28.00</u>
Removal of excavated asphalt /concrete – per square foot	\$ <u>26.00</u>	\$ <u>48.00</u>
Back Hoe to a depth of forty-two inches (42") with twelve inch (12") bucket for plow duct placement	\$ <u>16.00</u>	\$ <u>32.00</u>
Back Hoe to a depth of forty-two inches (42") with twenty four (24") bucket for pits, etc.	\$ <u>26.00</u>	\$ <u>54.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.03 Optical Technician

Included are, one (1) technician, one (1) climate controlled splicing vehicle, one (1) fusion splicing unit, one (1) power meter 1310/1550 nm, one (1) light source 1310/1550 nm, one (1) OTDR 1310/1550 nm. Include proper hand tools to support the optical cable, this will include but is not limited to: Tents, direct termination tool kit for SC connectors, bare fiber adapters, consumables, etc. Materials may be supplied by the District, or the contractor may be requested to quote the required material. Any optical units not included in the list below must be negotiated prior to work for such precluded units being performed.

	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Rate Per Hour	\$ <u>135.00</u>	\$ <u>190.00</u>
Trip Charge If Any	\$ <u>240.00</u>	\$ <u>360.00</u>
Splice individual fiber strand Include splice sleeve and consumables	\$ <u>58.00</u>	\$ <u>98.00</u>
Test individual fiber strand with OTDR & PM/LS	\$ <u>36.00</u>	\$ <u>54.00</u>
Install vault splice case One (1) each PLP Coyote series, does not include closure in unit price. Price includes the following labor: place case in hand hole; organize cable slack in racking provided.	\$ <u>380.00</u>	\$ <u>680.00</u>
Install bare fiber adapter included: cleave of one (1) fiber, insertion of adapter, include consumables. Contractor to provide adapters.	\$ <u>56.00</u>	\$ <u>74.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID #03 – FIBER OPTIC MAINTENANCE (24x7 break/fix)

Subscribed and sworn to before

me this 15 day of March, 2016

Brown County, WI

My Comm. M. W/m to
Notary Public

My Commission Expires 4/21/2017

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Holtger Bros., Inc.
Company
rebecca.denman@holtger.com
e-mail

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Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 1,500.00
Annual Retainer Fee, If Any (5-Year Term)

Donald G. Holtger Pres, CEO
Signature of Bidder

Donald G. Holtger
Print or Type Name

President/CEO
Title



HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

HBI SPIN #:

143048367

Bid Bond



AIA Document A310™ – 2010

CONTRACTOR:

(Name, legal status and address)

HOLTGER BROS., INC.
950 W Main Ave
De Pere, WI 54115

Bid Bond No. GR06941

SURETY:

(Name, legal status and principal
place of business)

Granite Re, Inc.
14001 Quailbrook Dr
Oklahoma City, OK 73134

This document has important legal
consequences. Consultation with
an attorney is encouraged with
respect to its completion or
modification.

Any singular reference to
Contractor, Surety, Owner or
other party shall be considered
plural where applicable.

OWNER:

(Name, legal status and address)

Greendale School District
6815 Southway
Greendale, WI 53129

BOND AMOUNT: Five Percent of the Bid Amount (5.00% of Bid Amount)

PROJECT:

(Name, location or address, and Project number, if any)



E-Rate Category One - Special Construction Costs - Self-Provisioned Construction of High-Speed Broadband Network

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 11th day of March, 2016


(Witness) Rebecca Denman

(Witness) Karla K. Heffron

HOLTGER BROS., INC.

(Principal)

 (Seal)

(Title) Donald G. Holtger, President/CEO

Granite Re, Inc.

(Surety)

 (Seal)
(Title) Robert Downey, Attorney-in-Fact

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061110

GRANITE RE, INC.
GENERAL POWER OF ATTORNEY

Know all Men by these Presents:

That GRANITE RE, INC., a corporation organized and existing under the laws of the State of OKLAHOMA and having its principal office at the City of OKLAHOMA CITY in the State of OKLAHOMA does hereby constitute and appoint:

MICHAEL J. DOUGLAS; CHRIS STEINAGEL; CHRISTOPHER M. KEMP; KARLA HEFFRON; ROBERT DOWNEY; CONNIE SMITH its true and lawful Attorney-in-Fact(s) for the following purposes, to wit:

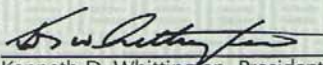
To sign its name as surety to, and to execute, seal and acknowledge any and all bonds, and to respectively do and perform any and all acts and things set forth in the resolution of the Board of Directors of the said GRANITE RE, INC. a certified copy of which is hereto annexed and made a part of this Power of Attorney; and the said GRANITE RE, INC. through us, its Board of Directors, hereby ratifies and confirms all and whatsoever the said:

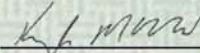
MICHAEL J. DOUGLAS; CHRIS STEINAGEL; CHRISTOPHER M. KEMP; KARLA HEFFRON; ROBERT DOWNEY; CONNIE SMITH may lawfully do in the premises by virtue of these presents.

In Witness Whereof, the said GRANITE RE, INC. has caused this instrument to be sealed with its corporate seal, duly attested by the signatures of its President and Secretary/Treasurer, this 3rd day of July, 2013.

STATE OF OKLAHOMA)
) SS:
COUNTY OF OKLAHOMA)





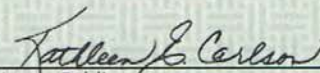
Kenneth D. Whittington, President


Kyle P. McDonald, Treasurer

On this 3rd day of July, 2013, before me personally came Kenneth D. Whittington, President of the GRANITE RE, INC. Company and Kyle P. McDonald, Secretary/Treasurer of said Company, with both of whom I am personally acquainted, who being by me severally duly sworn, said, that they, the said Kenneth D. Whittington and Kyle P. McDonald were respectively the President and the Secretary/Treasurer of GRANITE RE, INC., the corporation described in and which executed the foregoing Power of Attorney; that they each knew the seal of said corporation; that the seal affixed to said Power of Attorney was such corporate seal, that it was so fixed by order of the Board of Directors of said corporation, and that they signed their name thereto by like order as President and Secretary/Treasurer, respectively, of the Company.

My Commission Expires:
August 8, 2017
Commission #: 01013257





Kathleen E. Carlson
Notary Public

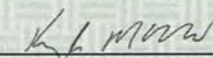
GRANITE RE, INC.
Certificate

THE UNDERSIGNED, being the duly elected and acting Secretary/Treasurer of Granite Re, Inc., an Oklahoma Corporation, HEREBY CERTIFIES that the following resolution is a true and correct excerpt from the July 15, 1987, minutes of the meeting of the Board of Directors of Granite Re, Inc. and that said Power of Attorney has not been revoked and is now in full force and effect.

"RESOLVED, that the President, any Vice President, the Secretary, and any Assistant Vice President shall each have authority to appoint individuals as attorneys-in-fact or under other appropriate titles with authority to execute on behalf of the company fidelity and surety bonds and other documents of similar character issued by the Company in the course of its business. On any instrument making or evidencing such appointment, the signatures may be affixed by facsimile. On any instrument conferring such authority or on any bond or undertaking of the Company, the seal, or a facsimile thereof, may be impressed or affixed or in any other manner reproduced; provided, however, that the seal shall not be necessary to the validity of any such instrument or undertaking."

IN WITNESS WHEREOF, the undersigned has subscribed this Certificate and affixed the corporate seal of the Corporation this
11th day of March, 2016.





Kyle P. McDonald, Secretary/Treasurer



HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

Similar Project References

AAMFON

Project: Appleton School District – Valley Packaging
Contact: Nick Cutler – Mi-Tech Services
ncutler@mi-tech.us
920-465-8018
Date of Completion: September 2015
Projects consist of: Fiber splicing, blowing of fiber, buried/aerial fiber and cable placement, placing of handholes, moving of cable, innerduct placement.

Belleville School District

Project: School District of Belleville Fiber Project
Contact: Bruce Rowell – Access Engineering
browell@access-engineering.com
920-819-2269
Date of Completion: Dec 2014
Projects consist of: Fiber splicing, blowing of fiber, buried/aerial fiber and cable placement, placing of handholes, moving of cable, innerduct placement.

Ashwaubenon School District

Project: ASD & Nsight Fiber Optic Relocation Project
Contact: Bruce Rowell – Access Engineering
browell@access-engineering.com
920-819-2269
Date of Completion: Feb 2015
Projects consist of: Fiber splicing, blowing of fiber, buried fiber and cable placement, placing of handholes, moving of cable, innerduct placement, inside cabling.

Brown County

Project:

Contact:

Date of Completion:

Projects consist of:

#1690 – Fiber installation to New Zoo & UWGB

Tom Mineau – MC&E

tmineau@mcae.biz

920-676-3495

Fall 2013.

Fiber splicing, blowing of fiber, buried/aerial fiber and cable placement, placing of handholes, moving of cable, innerduct placement.

AAMFON

Project:

Contact:

Date of Completion:

Projects consist of:

Appleton School District – Plamann Park School Lateral

Nick Cutler – Mi-Tech Services

ncutler@mi-tech.us

920-465-8018

September 2013

Fiber splicing, blowing of fiber, buried/aerial fiber and cable placement, placing of handholes, moving of cable, innerduct placement.



HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

Mr. Ken Holtger (deceased) founded HBI in 1946. The business was located in Klondike, Wisconsin. He worked for Wisconsin Bell on a local basis in Northeastern Wisconsin placing buried cable, conduit, and manholes. In 1953, a partnership was created when his brother, Donald J. Holtger, joined Ken. They continued to work for Wisconsin Bell with moderate growth in both personnel and geographic area. The company was incorporated in the State of Wisconsin in 1963 under the name of Holtger Bros., Inc.

In the late 1970's, Donald J. Holtger's sons, Donald G. and Jeffrey J., joined the company. During the 1980's HBI continued to grow and by 1990 had a work force of around 50 employees and acquired additional customers. In addition to continued work for Wisconsin Bell, construction was performed for Cellcom of Wisconsin, GTE, Oconto Electric Cooperative, and Bayland Telephone.

In 1989, business operations were relocated to our current headquarters in De Pere, Wisconsin, upon completion of a 10,000 sq. ft. shop/office building. This facility is built on 27.82 acres of land located at 950 West Main Avenue.

In 1990, Donald J. Holtger retired from active participation in the company and turned control over to Donald G. Holtger and Jeffrey J. Holtger.

HBI has approximately 150-200 employees during the peak season and currently has a license and/or performs work in Wisconsin, Michigan, Illinois, Indiana, Iowa, Missouri, Minnesota, Louisiana, Arkansas, Tennessee, Texas, Florida, Alabama, and Mississippi. The specializations that HBI is able to offer include (but are not limited to) aerial, buried, and underground cable work, manhole and conduit systems, splicing, directional drilling, and certified arborist crews. HBI has expanded its area of expertise into copper and fiber telephone, fiber and coax hybrid CATV, underground and overhead electric.

We are a very goal oriented company and look to the future to further expand our knowledge and experience to continue to provide high quality service for our customers in the telecommunications industry.



HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

List of References

AT & T MI

Steve Buerkel – Contract Administration

Howell, MI

Office: (517) 545-1286

Type of work: aerial / buried / underground / conduit fiber optic projects

AT & T Wisconsin

John McChesney – Construction Manager

95th St

Milwaukee, WI

Office: (414) 557-6097

Type of work: aerial / buried / underground / conduit fiber optic projects

AT& T Wisconsin

Chad Ellis – Construction Manager

Ballard Ave

Appleton, WI

Office: (920) 735-3194

Type of work: aerial / buried / underground / conduit fiber optic projects

AT & T Arkansas

Troy Capps – 2nd Level Construction Manager

Little Rock, AR

Office: (501) 373-5112

Type of work: aerial / buried / underground / conduit fiber optic projects

AT & T Arkansas

Ben Fox – Construction Manager

N Little Rock, AR

Office: (501) 373-1626

Type of work: aerial / buried / underground / conduit fiber optic projects

AT & T Arkansas

Paul Hensley – Contract Administrator

Little Rock, AR

Office: (501) 373-8891

Type of work: aerial / buried / underground / conduit fiber optic projects

CenturyLink Louisiana

Buster Brady

Jena, LA

Office: (318) 992-1065

Type of work: aerial / buried / conduit fiber optic projects

CenturyLink Louisiana

Bill Norris

Jena, LA

Office: (318) 992-1064

Type of work: aerial / buried / conduit fiber optic projects

CenturyLink Texas

Gary Caraway

Decatur, TX

Office: (940) 627-8101

Type of work: aerial / buried / conduit fiber optic projects

CenturyLink Wisconsin

Kevin Zickert

North Prairie, WI

Office: (262) 392-5200

Type of work: aerial / buried / conduit fiber optic projects

CenturyLink Central Region

Bill Nation Manager – Contract Administration

Wentzville, MO

Office: (636) 332-7179

Type of work: aerial / buried / conduit fiber optic projects

CenturyLink – National Network Group

Gary Pace – Construction & Engineering

Monroe, LA

Office: (318) 330-6797

Type of work: aerial / buried / conduit fiber optic projects

NSight

Rick Vincent

Green Bay WI 54307

Office: (920) 617-7316

Type of work: aerial / buried / conduit fiber optic projects

Net Lec - Bayland Telephone

Chris Hines

Green Bay, WI 54155

Office: (920) 826-5215

Type of work: buried telephone construction projects

Friedrich & Associates

Tim Holstead - Vice President

3101 De Soto Street

Monroe, LA 71201

Office: (318) 387-9405 Cell: (318) 348-9173

Type of work: aerial / buried / conduit fiber optic projects

Access Engineering, LLC

Bruce Rowell

4933 Allen Road

Suamico, WI 54141

Phone: (920) 826-4600

Email: browell@access-engineering.com

Type of work: aerial/buried/underground fiber optic projects

Star Telephone

Mike Brouillette - Plant Superintendent

P.O. Box 9

77420 Landry Drive

Maringouin, LA 70757

Office: (225) 625-2322 Fax: (225) 625-3422 Pager: (225) 625-5522

Email: mbrou@startel.com

Type of work: aerial / buried / underground projects

Northeast Louisiana Telephone Company

Mike George

6402 Howell Avenue

P.O. Drawer 185

Collinston, LA 71229

Office: (318) 874-7011

Type of work: buried projects

Multimedia Communications & Engineering, Inc.

Tom Mineau – Senior Project Manager

Green Bay, WI

Office: (920) 676-3495

Type of work: aerial / buried / underground / conduit fiber optic projects

Winnebago County

Patty Francour – IS Director

Oshkosh, WI

Office: (920) 236-4708

Type of work: Blanket maintenance contract – aerial/buried/underground/conduit fiber projects

CHR Solutions

Tom Smart

Camden, AR

Office: (870) 836-9331

Type of work: aerial / buried / underground / conduit fiber optic projects

Windstream Communications

Jim Kostuch – Outside Plant

Milwaukee, WI

Office: (262) 792-7938

Type of work: aerial / buried / underground / conduit fiber optic projects

Frontier

Tony Graff – Construction Manager

Sun Prairie, WI

Office: (608) 837-1441

Type of work: aerial / buried / underground / conduit fiber optic projects

Wisconsin Independent Network, LLC

Dick Hammetter – Director Outside Plant Engineering

Eau Claire, WI

Office: (715) 838-4406

Type of work: aerial / buried / underground / conduit fiber optic projects



HOLTGER BROS., INC.

950 West Main Avenue • DePere, WI 54115 • 920-337-9980

Subcontractors

Company

Valiant Electric, Inc.

Killoren Communications

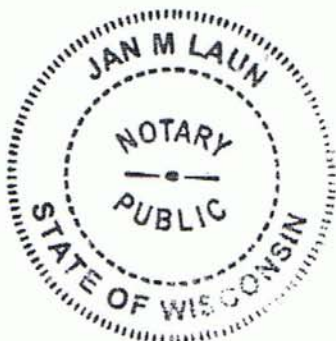
Trade

Electrician

Fiber Splicing

GREENDALE SCHOOL DISTRICT –TELCOMMUNICATION RFQ's

ADDENDUM #01 - Request #2 - E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network



Subscribed and sworn to before

me this 16th day of

March, 2016

Marquette County, WI

Jan M. Laun
Notary Public

My Commission Expires 1/26/2020

This Addendum, submitted by the undersigned bidder to Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Graese Electric
Company
sgraese@graese-electric.com
e-mail

Crivitz
City
715-854-8006
Phone

WI
State
715-854-7756
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

Elroy Graese
Signature of Bidder

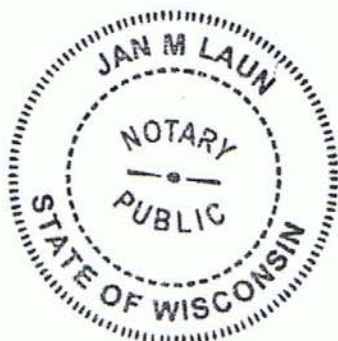
Elroy Graese
Print or Type Name

President/owner
Title

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID SHEET #02

E-RATE CATEGORY ONE – SPECIAL CONSTRUCTION COSTS – SELF-PROVISIONED
CONSTRUCTION OF HIGH-SPEED BROADBAND NETWORK



Subscribed and sworn to before

me this 16 day of

March, 2016

Marquette County, State

Jan M. Laun
Notary Public

My Commission Expires 11/26/2020

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Graese Electric LLC
Company
sgraese@graese-electric.com
e-mail

Crivitz
City
715-854-8006
Phone

WI
State
715-854-7753
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 176,705.59
Total Lump Sum Price

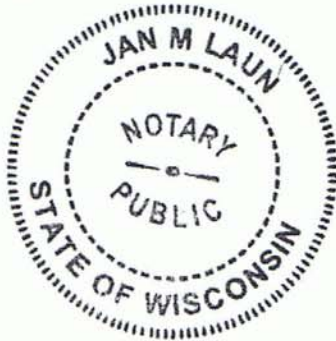
Elroy Graese
Signature of Bidder

Elroy Graese
Print or Type Name

President/Owner
Title

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID #03 – FIBER OPTIC MAINTENANCE (24x7 break/fix)



Subscribed and sworn to before

me this 16 day of

March, 2013

Marquette County, WI

Jan M. Laun
Notary Public

My Commission Expires 1/26/2020

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Graese Electric LLC
Company
sgraese@graese-electric.com
e-mail

Crivitz
City
715-854-8006
Phone

WI
State
715-854-7753
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 6,000
Annual Retainer Fee, If Any (5-Year Term)

Ely A. Graese
Signature of Bidder
Elroy Graese
Print or Type Name
President/Owner
Title

BID BOND
(Percentage)

Bond No. 62712511

KNOW ALL PERSONS BY THESE PRESENTS, That we Graese Electric, LLC
of W8417 W. 22nd Rd., Crivitz, WI 54114

_____, hereinafter referred to as the Principal, and
WESTERN SURETY COMPANY

as Surety, are held and firmly bound unto Greendale School District

~~of~~ _____, hereinafter referred to as the Obligee, in the amount of
Five Percent of the Amount Bid
(5%), for the payment of which we bind ourselves, our legal representatives,
successors and assigns, jointly and severally, firmly by these presents.

WHEREAS, Principal has submitted or is about to submit a proposal to Obligee on a contract for _____
Greendale School District

NOW, THEREFORE, if the said contract be awarded to Principal and Principal shall, within such time as may be
specified, enter into the contract in writing and give such bond or bonds as may be specified in the bidding or
contract documents with surety acceptable to Obligee; or if Principal shall fail to do so, pay to Obligee the
damages which Obligee may suffer by reason of such failure not exceeding the penalty of this bond, then this
obligation shall be void; otherwise to remain in full force and effect.

SIGNED, SEALED AND DATED this 17th day of March, 2016.

Principal

Graese Electric, LLC

BY: Ely A. Graese

Surety

WESTERN SURETY COMPANY

BY: Ryan L. Polzin
Ryan L. Polzin, Attorney-in-Fact

Western Surety Company

POWER OF ATTORNEY - CERTIFIED COPY

Bond No. 62712511

Know All Men By These Presents, that WESTERN SURETY COMPANY, a corporation duly organized and existing under the laws of the State of South Dakota, and having its principal office in Sioux Falls, South Dakota (the "Company"), does by these presents make, constitute and appoint Ryan L Polzin

its true and lawful attorney(s)-in-fact, with full power and authority hereby conferred, to execute, acknowledge and deliver for and on its behalf as Surety, bonds for:

Principal: Graese Electric, LLC

Obligee: Greendale School District

Amount: \$500,000.00

and to bind the Company thereby as fully and to the same extent as if such bonds were signed by the Senior Vice President, sealed with the corporate seal of the Company and duly attested by its Secretary, hereby ratifying and confirming all that the said attorney(s)-in-fact may do within the above stated limitations. Said appointment is made under and by authority of the following bylaw of Western Surety Company which remains in full force and effect.

"Section 7. All bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation shall be executed in the corporate name of the Company by the President, Secretary, any Assistant Secretary, Treasurer, or any Vice President or by such other officers as the Board of Directors may authorize. The President, any Vice President, Secretary, any Assistant Secretary, or the Treasurer may appoint Attorneys in Fact or agents who shall have authority to issue bonds, policies, or undertakings in the name of the Company. The corporate seal is not necessary for the validity of any bonds, policies, undertakings, Powers of Attorney or other obligations of the corporation. The signature of any such officer and the corporate seal may be printed by facsimile."

All authority hereby conferred shall expire and terminate, without notice, unless used before midnight of June 15th, 2016 but until such time shall be irrevocable and in full force and effect.

In Witness Whereof, Western Surety Company has caused these presents to be signed by its Vice President, Paul T. Bruflat, and its corporate seal to be affixed this 17th day of March, 2016.

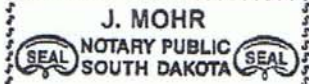
WESTERN SURETY COMPANY

Paul T. Bruflat

Paul T. Bruflat, Vice President

STATE OF SOUTH DAKOTA }
COUNTY OF MINNEHAHA } ss

On this 17th day of March, in the year 2016, before me, a notary public, personally appeared Paul T. Bruflat, who being to me duly sworn, acknowledged that he signed the above Power of Attorney as the aforesaid officer of WESTERN SURETY COMPANY and acknowledged said instrument to be the voluntary act and deed of said corporation.



My Commission Expires June 23, 2021

I the undersigned officer of Western Surety Company, a stock corporation of the State of South Dakota, do hereby certify that the attached Power of Attorney is in full force and effect and is irrevocable, and furthermore, that Section 7 of the bylaws of the Company as set forth in the Power of Attorney is now in force.

In testimony whereof, I have hereunto set my hand and seal of Western Surety Company this 17th day of March, 2016.

WESTERN SURETY COMPANY

Paul T. Bruflat

Paul T. Bruflat, Vice President

To validate bond authenticity, go to www.cnasurety.com > Owner/Obligee Services > Validate Bond Coverage.

Graese Electric references:

Cory Heigl – Packerland Broadband – 105 Kent St Iron Mountain Mi 49801- 906-282-3682 -PROJECT-
LAONA PHARMACY COMPLETED July 2015- ROUGHLY 3 MILES – fiber extensions and tie-ins
Underground placement

cheigl@packerlandbroadband.com

Daryl Ritter - Deluca and Tobin - 920-273-9437- W234S6650 Big Bend Road, Waukesha Wi 53189
PROJECT- Time Warner Dark Fiber- 60 miles Central Wis- completed Jan 2016 – Fiber and copper
placement. Ped sets point to point work from 3 miles to 300 ft placement.

dritter@delucaandtobin.com

Paul Halbe – Cablecom Inc. – 414-349-3672 – 6070 N Flint Road Glendale Wi 53209-Project - Brown Deer
Road Fiber Extension- 4miles - completed March 2016 Fiber and duct placement point to point
Underground placement

phalbe@cablecomllc.com

Chris Maki – CCI Systems Inc. - 906 -282-3745 – 105 Kent St Iron Mountain Mi 49801- Project – Merrit
Fiber interconnect- 360 miles Completed Oct 2014- Fiber placement long haul across the Upper
Peninsula from Superior to Mac Bridge - Stimulus project.

cmaki@ccisystems.com

Spin # 1413048524

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.0 UNIT RATE PRICING

- 19.01 Response time to customer site for all units provided.
A maximum allowable time of four (4) hours is allowed.

7:00 am to 5:00 pm

5:01 pm to 6:59 am

19.02 Underground Unit Rate Pricing

Included in the units shown, all personnel will be equipped with proper tools to support underground plant, this will include but is not limited to: Hand tools, shovels, picks, rakes, tamping rollers, cable trailers, reel bucks, gas powered concrete/asphalt road saws, etc. The crew will be equipped with the proper underground hardware and plow duct to support the cable plant. Materials may be supplied by the customer, or the Contractor may be requested to quote the required material. Any underground units not included in the list below must be negotiated prior to work for such precluded units being performed. Materials provided by the Contractor for tasks associated with unit pricing have the same specification as Section #11.0.

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
One (1) foreman/operator	\$ <u>34</u>	\$ <u>40</u>
One (1) operator	\$ <u>31</u>	\$ <u>37</u>
One (1) laborer	\$ <u>25</u>	\$ <u>30</u>
One (1) truck	\$ <u>30</u>	\$ <u>35</u>
One (1) backhoe	\$ <u>45</u>	\$ <u>55</u>
One (1) Dump truck	\$ <u>35</u>	\$ <u>45</u>
One (1) Directional Boring Rig	\$ <u>145</u>	\$ <u>175</u>
Trip Charge Per Crew If Any	\$ <u>150</u>	\$ <u>200</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Directional Bore single 2" duct Include all duct, locate wire, and pull rope	\$ <u>250</u>	\$ <u>275</u>
Directional Bore dual 2" duct Include all duct, locate wire, and pull rope	\$ <u>275</u>	\$ <u>300</u>
Hand dig to a depth of forty-two inches (42") trench shall be wide enough for the placement of one (1) two inch (2") plow duct Hand dig - per square foot.	\$ <u>125</u>	\$ <u>150</u>
Saw cut asphalt/concrete per linear foot	\$ <u>25</u>	\$ <u>25</u>
Removal of excavated asphalt /concrete – per square foot	\$ <u>30</u>	\$ <u>35</u>
Back Hoe to a depth of forty-two inches (42") with twelve inch (12") bucket for plow duct placement	\$ <u>150/hr</u>	\$ <u>175hr</u>
Back Hoe to a depth of forty-two inches (42") with twenty four (24") bucket for pits, etc.	\$ <u>175/hr</u>	\$ <u>200/hr</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.03 Optical Technician

Included are, one (1) technician, one (1) climate controlled splicing vehicle, one (1) fusion splicing unit, one (1) power meter 1310/1550 nm, one (1) light source 1310/1550 nm, one (1) OTDR 1310/1550 nm. Include proper hand tools to support the optical cable, this will include but is not limited to: Tents, direct termination tool kit for SC connectors, bare fiber adapters, consumables, etc. Materials may be supplied by the District, or the contractor may be requested to quote the required material. Any optical units not included in the list below must be negotiated prior to work for such precluded units being performed.

	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Rate Per Hour	\$ <u>135</u>	\$ <u>160</u>
Trip Charge If Any	\$ <u>150</u>	\$ <u>175</u>
Splice individual fiber strand Include splice sleeve and consumables	\$ <u>32</u>	\$ <u>34</u>
Test individual fiber strand with OTDR & PM/LS	\$ <u>4</u>	\$ <u>4</u>
Install vault splice case One (1) each PLP Coyote series, does not include closure in unit price. Price includes the following labor: place case in hand hole; organize cable slack in racking provided.	\$ <u>250</u>	\$ <u>275</u>
Install bare fiber adapter included: cleave of one (1) fiber, insertion of adapter, include consumables. Contractor to provide adapters.	\$ <u>75</u>	\$ <u>75</u>



Greendale School District

BID #03 - Fiber Optic Maintenance (24x7 break/fix)

RESPONSE TO REQUEST FOR BID

March 17, 2016



GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.0 UNIT RATE PRICING

- 19.01 Response time to customer site for all units provided.
A maximum allowable time of four (4) hours is allowed.

7:00 am to 5:00 pm

5:01 pm to 6:59 am

19.02 Underground Unit Rate Pricing

Included in the units shown, all personnel will be equipped with proper tools to support underground plant, this will include but is not limited to: Hand tools, shovels, picks, rakes, tamping rollers, cable trailers, reel bucks, gas powered concrete/asphalt road saws, etc. The crew will be equipped with the proper underground hardware and plow duct to support the cable plant. Materials may be supplied by the customer, or the Contractor may be requested to quote the required material. Any underground units not included in the list below must be negotiated prior to work for such precluded units being performed. Materials provided by the Contractor for tasks associated with unit pricing have the same specification as Section #11.0.

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
One (1) foreman/operator	\$ <u>102.00</u>	\$ <u>102.00</u>
One (1) operator	\$ <u>102.00</u>	\$ <u>102.00</u>
One (1) laborer	\$ <u>90.00</u>	\$ <u>90.00</u>
One (1) truck	\$ <u>25.00</u>	\$ <u>25.00</u>
One (1) backhoe	\$ <u>32.50</u>	\$ <u>32.50</u>
One (1) Dump truck	\$ <u>29.00</u>	\$ <u>29.00</u>
One (1) Directional Boring Rig	\$ <u>39.00</u>	\$ <u>39.00</u>
Trip Charge Per Crew If Any	\$ <u>425.00</u>	\$ <u>425.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Directional Bore single 2" duct Include all duct, locate wire, and pull rope	\$ <u>580.00</u>	\$ <u>580.00</u>
Directional Bore dual 2" duct Include all duct, locate wire, and pull rope	\$ <u>650.00</u>	\$ <u>650.00</u>
Hand dig to a depth of forty-two inches (42") trench shall be wide enough for the placement of one (1) two inch (2") plow duct Hand dig - per square foot.	\$ <u>90.00</u>	\$ <u>90.00</u>
Saw cut asphalt/concrete per linear foot	\$ <u>90.00</u>	\$ <u>90.00</u>
Removal of excavated asphalt /concrete – per square foot	\$ <u>90.00</u>	\$ <u>90.00</u>
Back Hoe to a depth of forty-two inches (42") with twelve inch (12") bucket for plow duct placement	\$ <u>102.00</u>	\$ <u>102.00</u>
Back Hoe to a depth of forty-two inches (42") with twenty four (24") bucket for pits, etc.	\$ <u>102.00</u>	\$ <u>102.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.03 Optical Technician

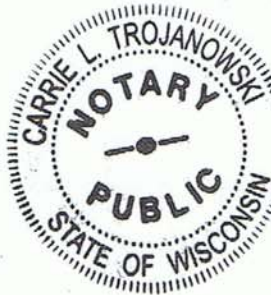
Included are, one (1) technician, one (1) climate controlled splicing vehicle, one (1) fusion splicing unit, one (1) power meter 1310/1550 nm, one (1) light source 1310/1550 nm, one (1) OTDR 1310/1550 nm. Include proper hand tools to support the optical cable, this will include but is not limited to: Tents, direct termination tool kit for SC connectors, bare fiber adapters, consumables, etc. Materials may be supplied by the District, or the contractor may be requested to quote the required material. Any optical units not included in the list below must be negotiated prior to work for such precluded units being performed.

	7:00 am to 5:00 pm	5:01 pm to 6:59 am
Rate Per Hour	\$ <u>163.00</u>	\$ <u>163.00</u>
Trip Charge If Any	\$ <u>180.00</u>	\$ <u>180.00</u>
Splice individual fiber strand Include splice sleeve and consumables	\$ <u>20.00</u>	\$ <u>20.00</u>
Test individual fiber strand with OTDR & PM/LS	\$ <u>2.00</u>	\$ <u>2.00</u>
Install vault splice case One (1) each PLP Coyote series, does not include closure in unit price. Price includes the following labor: place case in hand hole; organize cable slack in racking provided.	\$ <u>138.00</u>	\$ <u>138.00</u>
Install bare fiber adapter included: cleave of one (1) fiber, insertion of adapter, include consumables. Contractor to provide adapters.	\$ <u>20.00</u>	\$ <u>20.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID #03 – FIBER OPTIC MAINTENANCE (24x7 break/fix)

Subscribed and sworn to before



me this 16 day of

March, 2016

Milwaukee County, WI

Carrie L. Trojanowsky
Notary Public

My Commission Expires May 1, 2016

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

CableCom LLC

Company

Glendale

City

WI

State

blidwin@cablecomllc.com

e-mail

414-459-3574

Phone

414-226-2269

Fax

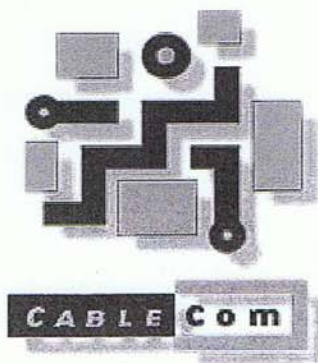
and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 0 Consumer Price Index will be used as an annual
Annual Retainer Fee, If Any (5-Year Term) rate increase.

Cheri Grainger
Signature of Bidder

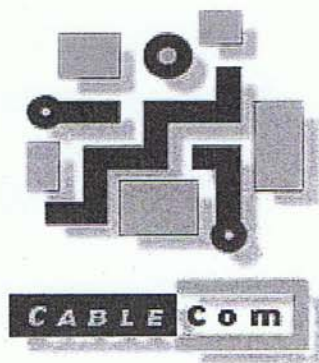
Cheri Grainger
Print or Type Name

Chief Operating Officer
Title



CableCom's Maintenance Attachment Pricing Explanation

- CableCom has a 3-tier pricing structure that would better benefit the customer. Our 3-tier structure included straight time (If maintenance is able to be scheduled), Overtime and Emergency rates.
 - Please see the following attached pricing sheets
- The tiered structure allows the customer to see what prices will be charged for the various labor structure along with the various equipment charges. Depending upon the task/maintenance request/emergency, different equipment would be utilized where the trip charges would be less, depending upon if less equipment is required.
- Please use unit pricing submitted under Section 19.02 & 19.03 as a guide. The attached CableCom Maintenance tiered structure would be utilized in place of the Section 19.02 & 19.03 unit pricing.



CableCom Trouble Reporting and Escalation

For Customers with a valid Maintenance Agreement

Trouble calls related to the OASD Network will be reported to the Network Operations Center number 608-807-0448. The Network Operations Center will create a Trouble Ticket, dispatch repair personnel to support Oconomowoc School District.

Manual escalations for Customer Network Troubles can be made to the below CableCom personnel in the event that the Network Operations Center handling of the trouble does not meet Customer expectations. A valid Trouble Ticket number is required.

Emergency Trouble Reporting (NOC)

608-807-0448

Manual Escalation Should the NOC not meet OASD expectations

Account Manager (*Brent Lidwin*)

414-349-1628

Chief Operations Officer (*Cheri Grainger*)

414-349-0750

Partner/Owner (*Nik Ivancevic*)

414-349-8606

2016

Greendale School District Fiber Maintenance

Project Name: _____

Project Date: _____

Job Number: _____

Underground Construction

Underground (UG) Workmen (All personnel equipment and tools for excavation and restoration are included)				Hours Used	Contract Cost	Total Billable Cost
UG Laborer Hourly rate during normal Working hours					\$45.00	\$0.00
Trip Charge if applicable					\$60.00	\$0.00
UG Laborer Hourly rate after normal Working hours (Includes workdays after 5:00pm, weekends, and holidays)					\$67.50	\$0.00
Trip Charge if applicable					\$90.00	\$0.00
UG Laborer Hourly rate - Emergency					\$90.00	\$0.00
Trip Charge if applicable					\$90.00	\$0.00
UG Operator Hourly Rate during normal working hours					\$51.00	\$0.00
Trip Charge if applicable					\$67.50	\$0.00
UG Operator Hourly rate after normal Working hours (Includes workdays after 5:00pm, weekends, and holidays)					\$76.50	\$0.00
Trip Charge if applicable					\$102.00	\$0.00
UG Operator Hourly rate - Emergency					\$102.00	\$0.00
Trip Charge if applicable					\$102.00	\$0.00
Underground Equipment				Hours Used	Contract Cost	Total Billable Cost
Dump Truck w/ tools hourly rate					\$29.00	\$0.00
Trip Charge if applicable					\$37.50	\$0.00
Hydro-vac / Excavator Hourly rate					\$140.00	\$0.00
Trip Charge if applicable					\$100.00	\$0.00
Pick-up truck w/tools Hourly rate					\$25.00	\$0.00
Trip Charge if applicable					\$33.00	\$0.00
Backhoe Hourly rate					\$32.50	\$0.00
Trip Charge if applicable					\$44.25	\$0.00
Reel Trailer Hourly Rate					\$9.50	\$0.00
Trip Charge if applicable					N/A	
Directional Bore 2" Hourly rate					\$39.00	\$0.00
Trip Charge if applicable					\$52.50	\$0.00
Directional Bore 3" Hourly rate					\$39.00	\$0.00
Trip Charge if applicable					\$52.50	\$0.00

Fusion Splicing

Splicing Technician (Must possess fusion splicer, OTDR, and Power Meter Light Source)		Hours Used	Contract Cost	Total Billable Cost
Optical Technician Hourly rate during normal Working hours			\$69.00	\$0.00
Trip Charge if applicable			\$90.00	\$0.00
Optical Technician Hourly rate after normal Working hours (Includes workdays after 5:00pm, weekends, and holidays)			\$103.50	\$0.00
Trip Charge if applicable			\$135.00	\$0.00
Optical Technician - Emergency			\$138.00	\$0.00
Trip Charge if applicable			\$135.00	\$0.00
Splicing Equipment		Hours Used	Contract Cost	Total Billable Cost
Pick-up truck w/tools Hourly rate			\$25.00	\$0.00
Trip Charge if applicable			\$28.50	\$0.00
Splice Trailer Hourly Rate			\$34.00	\$0.00
Trip Charge if applicable			\$45.00	\$0.00
Bucket Truck w/ tools hourly rate			\$40.00	\$0.00
Trip Charge if applicable			\$77.50	\$0.00

Project Break Down of Cost

Underground Construction	\$0.00
Fusion Splicing	\$0.00
Material Cost	

Total Project Billing Cost:

\$0.00



Greendale School District
BID #02 - Telecommunications RFQ's
RESPONSE TO REQUEST FOR BID
March 17, 2016



GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID SHEET #02

E-RATE CATEGORY ONE – SPECIAL CONSTRUCTION COSTS – SELF-PROVISIONED
CONSTRUCTION OF HIGH-SPEED BROADBAND NETWORK

Subscribed and sworn to before
this 16 day of
March, 2016
Milwaukee County, State WI
Carrie L. Trojanowski
Notary Public
My Commission Expires May 1, 2016

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until Thursday, March 17th, 2016 at 11:00 A.M. Local Time is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

<u>CableCom LLC</u>	<u>Glendale</u>	<u>WI</u>
Company	City	State
<u>blidwin@cablecomllc.com</u>	<u>414-459-3574</u>	<u>414-226-2269</u>
e-mail	Phone	Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 115,000.00
Total Lump Sum Price

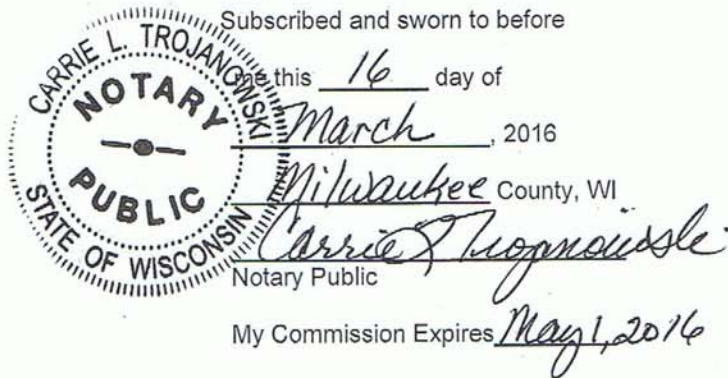
Cheri Grainger
Signature of Bidder

Cheri Grainger
Print or Type Name

Chief Operating Officer
Title

GREENDALE SCHOOL DISTRICT - TELCOMMUNICATION RFQ's

ADDENDUM #01 - Request #2 - E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network



This Addendum, submitted by the undersigned bidder to Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

<u>CableCom LLC</u>	<u>Glendale</u>	<u>WI</u>
Company	City	State
<u>blidwin@cablecomllc.com</u>	<u>414-459-3574</u>	<u>414-226-2269</u>
e-mail	Phone	Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

Cheri Grainger
Signature of Bidder
Cheri Grainger
Print or Type Name
Chief Operating Officer
Title



March 17, 2016

CableCom LLC SPIN

- 143015134

AIA Document 310 - 2010 Bid Bond

CONTRACTOR (Name, legal status and address):

Cablecom, LLC

6070 N. Flint Road

Glendale, WI 53209

SURETY (Name, legal status and principal place of business):

Hudson Insurance Company

100 William Street, 5th Flr

New York, NY 10038

OWNER (Name, legal status and address):

Greendale School District

6815 Southway

Greendale, WI 53129

Bond Amount: 5% of amount bid

PROJECT : (Name, location or address, and Project number, if any):


Telecommunications RFQ - Installation of HDPE duct, handholes and fiber optic cables

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters in to a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed by the Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 8th day of March, 2016



(Witness)

(Seal)



(Witness)

(Seal)

Cablecom, LLC

(Principal)

(Seal)



(Title)

Hudson Insurance Company

(Surety)



(Title)

Attorney in Fact



POWER OF ATTORNEY

KNOW ALL MEN BY THESE PRESENTS: That HUDSON INSURANCE COMPANY, a corporation of the State of Delaware, with offices at 100 William Street, New York, New York, 10038, has made, constituted and appointed, and by these presents, does make, constitute and appoint

Bradley S Babcock

of the State of WI

its true and lawful Attorney(s)-in-Fact, at New York, New York, each of them alone to have full power to act without the other or others, to make, execute and deliver on its behalf, as Surety, bonds and undertakings given for any and all purposes, also to execute and deliver on its behalf as aforesaid renewals, extensions, agreements, waivers, consents or stipulations relating to such bonds or undertakings provided, however, that no single bond or undertaking shall obligate said Company for any portion of the penal sum thereof in excess of the sum of

Eight Thousand Two Hundred Fifty Dollars (\$8,250.00)

Such bonds and undertakings when duly executed by said Attorney(s)-in-Fact, shall be binding upon said Company as fully and to the same extent as if signed by the President of said Company under its corporate seal attested by its Secretary.

In Witness Whereof, HUDSON INSURANCE COMPANY has caused these presents to be of its Executive Vice President thereunto duly authorized, on this 31st day of October, 2013 at New York, New York.



Dina Daskalakis
Corporate Secretary

HUDSON INSURANCE COMPANY

By

Christopher T. Suarez
Executive Vice President

STATE OF NEW YORK
COUNTY OF NEW YORK. SS.

On the 31st day of October, 2013, before me personally came Christopher T. Suarez to me known, who being by me duly sworn did depose and say that he is an Executive Vice President of HUDSON INSURANCE COMPANY, the corporation described herein and which executed the above instrument, that he knows the seal of said Corporation, that the seal affixed to said instrument is such corporate seal, that it was so affixed by order of the Board of Directors of said Corporation, and that he signed his name thereto by like order.

(Notarial Seal)



ANN M. MURPHY
Notary Public, State of New York
No. 01MU6067553
Qualified in Nassau County
Commission Expires December 10, 2017

STATE OF NEW YORK
COUNTY OF NEW YORK

CERTIFICATION

The undersigned Dina Daskalakis hereby certifies:

That the original resolution, of which the following is a true and correct copy, was duly adopted by unanimous written consent of the Board of Directors of Hudson Insurance Company dated July 27th, 2007, and has not since been revoked, amended or modified:

"RESOLVED, that the President, the Executive Vice Presidents, the Senior Vice Presidents and the Vice Presidents shall have the authority and discretion, to appoint such agent or agents, or attorney or attorneys-in-fact, for the purpose of carrying on this Company's surety business, and to empower such agent or agents, or attorney or attorneys-in-fact, to execute and deliver, under this Company's seal or otherwise, bonds obligations, and recognizances, whether made by this Company as surety thereon or otherwise, indemnity contracts, contracts and certificates, and any and all other contracts and undertakings made in the course of this Company's surety business, and renewals, extensions, agreements, waivers, consents or stipulations regarding undertakings so made; and

FURTHER RESOLVED, that the signature of any such Officer of the Company and the Company's seal may be affixed by facsimile to any power of attorney or certification given for the execution of any bond, undertaking, recognizance, contract of indemnity or other written obligation in the nature thereof or related thereto, such signature and seal when so used whether heretofore or hereafter, being hereby adopted by the Company as the original signature of such officer and the original seal of the Company, to be valid and binding upon the Company with the same force and effect as though manually affixed."

THAT the above and foregoing is a full, true and correct copy of Power of Attorney issued by said Company, and of the whole of the original and that the said Power of Attorney is still in full force and effect and has not been revoked, and furthermore that the Resolution of the Board of Directors, set forth in the said Power of Attorney is now in force.

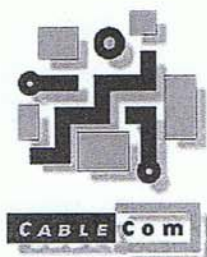
Witness the hand of the undersigned and the seal of said Corporation this 8th day of March, 2016



Form R-108 10/8/2010 (v1)

By

Dina Daskalakis, Corporate Secretary



March 17, 2016

List of References

Reference 1:

Franklin School School District

Franklin, WI 53132

Mr. Jim Milzer (Franklin School District)

414-529-8260

Cablecom completed a project for the Franklin Area School District which involved approximately 52,000 feet of underground fiber optic cable installation.

Reference 2:

MWFN

Milwaukee, WI 53215

Matt Hebel

414-459-3575

CableCom currently provides outside plant construction and fiber optic fusion splicing for MWFN's fiber optic infrastructure throughout the mid-west.

Reference 3:

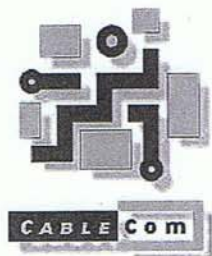
Level 3 Communications

Milwaukee, WI 53215

Mark Dechant

(414) 271-1128

CableCom has had a long-lasting relationship with Level 3 Communications. We've completed a number of fiber optic projects to expand their fiber network. Including various buildings work, OSP, Fiber and continue to provide maintenance for their telecommunications network infrastructure.



March 17, 2016

Subcontractor Information

It is CableCom's intention at this time to not need any subs for this project.

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID SHEET #02

**E-RATE CATEGORY ONE – SPECIAL CONSTRUCTION COSTS – SELF-PROVISIONED
CONSTRUCTION OF HIGH-SPEED BROADBAND NETWORK**

Subscribed and sworn to before

me this 16th day of

March, 2016

Waukesha County, State

Alvin D. Schmidt
Notary Public

My Commission Expires 3/13/17

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Ken Becker + Sons INC
Company

Lannon
City

WI
State

MikeW@KBSINC-WI.com
e-mail

262-923-7782
Phone

262-923-7786
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ 187,665.07
Total Lump Sum Price

Michael Wolle
Signature of Bidder

Michael Wolle
Print or Type Name

Project Manager
Title

GREENDALE SCHOOL DISTRICT - TELCOMMUNICATION RFQ's

ADDENDUM #01 - Request #2 - E-Rate Category One - Special construction costs - self-provisioned construction of high-speed broadband network

Subscribed and sworn to before

me this 16th day of

March, 2016

Waukesha County, WI

Blum D. Schneider
Notary Public

My Commission Expires 3/13/17

This Addendum, submitted by the undersigned bidder to Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Ken Becker + Sons Inc.
Company

Lannon
City

WI
State

MikeW@KBSINC-WI.COM
e-mail

262-923-7782
Phone

262-923-7786
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

Michael Walleman
Signature of Bidder

Michael Walleman
Print or Type Name

Project Manager
Title

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID #03 – FIBER OPTIC MAINTENANCE (24x7 break/fix)

Subscribed and sworn to before

me this 16th day of

March, 2016
Waukesha County, WI

Mark D. Schmidt
Notary Public

My Commission Expires 3/13/17

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016 at 11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Ken Becker + Sons Inc Lannon
Company City

WI
State

Mikew@KBSINC-WI.COM 262-923-7782
e-mail Phone

262-923-7786
Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

\$ _____
Annual Retainer Fee, If Any (5-Year Term)

Michael W. Jollemann
Signature of Bidder

Michael W. Jollemann
Print or Type Name

Project Manager
Title

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.0 UNIT RATE PRICING

- 19.01 Response time to customer site for all units provided.
A maximum allowable time of four (4) hours is allowed.

7:00 am to 5:00 pm

5:01 pm to 6:59 am

19.02 Underground Unit Rate Pricing

Included in the units shown, all personnel will be equipped with proper tools to support underground plant, this will include but is not limited to: Hand tools, shovels, picks, rakes, tamping rollers, cable trailers, reel bucks, gas powered concrete/asphalt road saws, etc. The crew will be equipped with the proper underground hardware and plow duct to support the cable plant. Materials may be supplied by the customer, or the Contractor may be requested to quote the required material. Any underground units not included in the list below must be negotiated prior to work for such precluded units being performed. Materials provided by the Contractor for tasks associated with unit pricing have the same specification as Section #11.0.

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
One (1) foreman/operator	\$ <u>85.91</u>	\$ <u>111.68</u>
One (1) operator	\$ <u>83.91</u>	\$ <u>109.09</u>
One (1) laborer	\$ <u>79.92</u>	\$ <u>103.89</u>
One (1) truck	\$ <u>20.00</u>	\$ <u>20.00</u>
One (1) backhoe	\$ <u>25.00</u>	\$ <u>25.00</u>
One (1) Dump truck	\$ <u>25.00</u>	\$ <u>25.00</u>
One (1) Directional Boring Rig	\$ <u>75.00</u>	\$ <u>75.00</u>
Trip Charge Per Crew If Any	\$ <u>0</u>	\$ <u>0</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

<u>Per Hour</u>	<u>7:00 am to 5:00 pm</u>	<u>5:01 pm to 6:59 am</u>
Directional Bore single 2" duct Include all duct, locate wire, and pull rope	\$ <u>12.10</u>	\$ <u>15.73</u>
Directional Bore dual 2" duct Include all duct, locate wire, and pull rope	\$ <u>15.10</u>	\$ <u>19.63</u>
Hand dig to a depth of forty-two inches (42") trench shall be wide enough for the placement of one (1) two inch (2") plow duct Hand dig - per square foot.	\$ <u>8.00</u>	\$ <u>10.40</u>
Saw cut asphalt/concrete per linear foot	\$ <u>5.00</u>	\$ <u>6.50</u>
Removal of excavated asphalt /concrete – per square foot	\$ <u>7.00</u>	\$ <u>9.10</u>
Back Hoe to a depth of forty-two inches (42") with twelve inch (12") bucket for plow duct placement	\$ <u>8.00</u>	\$ <u>10.40</u>
Back Hoe to a depth of forty-two inches (42") with twenty four (24") bucket for pits, etc.	\$ <u>10.00</u>	\$ <u>13.00</u>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

19.03 Optical Technician

Included are, one (1) technician, one (1) climate controlled splicing vehicle, one (1) fusion splicing unit, one (1) power meter 1310/1550 nm, one (1) light source 1310/1550 nm, one (1) OTDR 1310/1550 nm. Include proper hand tools to support the optical cable, this will include but is not limited to: Tents, direct termination tool kit for SC connectors, bare fiber adapters, consumables, etc. Materials may be supplied by the District, or the contractor may be requested to quote the required material. Any optical units not included in the list below must be negotiated prior to work for such precluded units being performed.

	7:00 am to 5:00 pm	5:01 pm to 6:59 am
Rate Per Hour	<u>\$152.65</u>	<u>\$160.65</u>
Trip Charge If Any	<u>\$165.00</u>	<u>\$198.00</u>
Splice individual fiber strand Include splice sleeve and consumables	<u>\$39.60</u>	<u>\$47.52</u>
Test individual fiber strand with OTDR & PM/LS	<u>\$24.75</u>	<u>\$29.70</u>
Install vault splice case One (1) each PLP Coyote series, does not include closure in unit price. Price includes the following labor: place case in hand hole; organize cable slack in racking provided.	<u>\$302.50</u>	<u>\$363.00</u>
Install bare fiber adapter included: cleave of one (1) fiber, insertion of adapter, include consumables. Contractor to provide adapters.	<u>\$6.60</u>	<u>\$7.92</u>

**Proof of Experience
Ken Becker & Sons, Inc.**

1). American Transmission Company

PO Box 408

Waukesha, WI 53187

David Fredrick 608-279-8435

Six (6) Mile Fiber Build Between Oshkosh Aviation Substation to Fitzgerald Substation

2). AT&T

435 S 95th Street

Milwaukee, Wisconsin 53214

Deanna Barbian 414-469-1335

Five (5) Mile Backbone Fiber Project in Wauwatosa, Wisconsin

3). Windstream

13935 Bishops Drive

Brookfield, Wisconsin 53005

Jim Kostuch 262-792-7938

Nine (9) Mile Fiber Replacement for Road Project in Janesville, Wisconsin



E-File

Information Center

- Service Providers
 - 472 Online Bear
 - Online Item 21
- Rural Health Care
 - Invoice
 - Form 463
- High Cost & Low Income
 - Form 497
 - Form 555
 - Form 555 Pre-Production
 - 525 Online Form
 - 481 Online Form
 - 690 Online Form
 - 54,314 Certifications
- Pending Certifications
 - Form 499Q
 - Form 499A
- Download Forms
- Authorized Users
 - New User
 - Add or Remove 498 Users
 - Pending Users
- My Account
 - Edit User Profile
 - Change Password
- FAQs
 - General E-File FAQs
 - E-Certification FAQs
 - E-File Form 498 FAQs
 - E-File Form 499 FAQs
 - E-File User Guide
- Terms and Conditions

Information Center

To revise or deactivate a Form 498 ID, or to consolidate multiple Form 498 IDs, click the "Form 498 ID Activity" button for appropriate Form 498 ID.

Service Providers

Form 498 ID	Company Name	Form 498 ID Status	Action
143048962	Ken Becker & Sons	Active	498 ID Activity for 143048962

Schools & Libraries

Form 498 ID	Company Name	Tax ID	
143048962	Ken Becker & Sons	391384361	[entitlements] [Deactivate]

Rural Health Care

Form 498 ID	Company Name	Tax ID	
143048962	Ken Becker & Sons	391384361	[entitlements] [Deactivate]

High Cost & Low Income

Form 498 ID	Company Name	Tax ID	
143048962	Ken Becker & Sons	391384361	[entitlements] [agents] [Deactivate]

Authorized Users

Email	Full Name
No Records Found.	

Welcome Russell Becker

[My Account](#) | [Log Out](#)

FAQs

- [General E-File FAQ's](#)
- [E-Certification FAQ's](#)
- [E-File Form 498 FAQ's](#)
- [E-File Form 499 FAQ's](#)
- [E-File User Guide](#)

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Executive Summary

March 16, 2016



Greendale School District Administrative Offices
Telecommunication RFQ Response
6815 Southway
Greendale, WI 53129

Time Warner Cable Inc. (TWC) is pleased to submit the enclosed response to a request for your Telecommunication Network Services. Our response demonstrates TWC's ability to provide network solutions that will enable Greendale School District to meet its technology needs.

TWC is committed to providing Greendale School District with the products and services necessary to meet its current and future technology needs. TWC is one of the world's largest digital video cable and broadband Internet service providers; with over 54,000 employees, TWC has considerable expertise and insight that will be instrumental in providing the correct solutions for a project of this importance.

Within this response, pricing components, requirement acknowledgements and professional services hours are provided.

Please do not hesitate to call if you have further questions or if there is anything else you need at this time. I look forward to speaking with you soon!

Sincerely,

Janice Elger
Major Account Executive

TWC Corporate Overview

Time Warner Cable Business Class (TWCBC) is proud to be part of Time Warner Cable (TWC). Time Warner Cable (NYSE: TWC) is the second largest multiple system operator (MSO) in the United States and is headquartered in New York City. The organization owns and manages advanced, well-clustered cable systems in the United States in two geographic areas (East: New York State—including NYC, the Carolinas; West: Ohio, South California—including LA, Hawaii, and Texas). Time Warner Cable employs more than 54,000 professionals across the nation. With over twenty years of experience, TWC has over 14.4 million customer relationships. Customers subscribe to one or more of our primary services – video, high-speed data or voice. Time Warner Cable is a name that is well-known and trusted.

Our Mission is clear

Connect people and businesses with information, entertainment and each other. Give customers control in ways that are simple and easy.

The values that bring our mission to life are excellence, teamwork, initiative, innovation, integrity, inclusion, and community.

Achieving goals by focusing on people

The employees of Time Warner Cable believe that our business must be guided by a set of core principles. Within the Business Class division, we've crafted a vision statement that guides the way we approach each and every workday:

Our Vision — Business Class

We always put the customer first. Our business, above all else, is about relationships. To that end, we will work closely with each customer to deliver mission critical Business Class Services that meet or exceed the specific communications needs of their organizations. Our objective is to provide the best value by delivering the most flexible and scalable solutions for organizations on the move. We are committed to making Time Warner Cable Business Class the team that customers trust and rely on for all of their communications needs.

Our Dedication – Social Responsibility

Time Warner Cable in the Community

Customer service and service to our communities go hand in hand at Time Warner Cable. Corporate responsibility is woven into the fabric of who we are and what we do. Throughout our history, we have demonstrated that commitment with sponsored events, educational programs and charitable donations all focused on strengthening the communities where we operate.

Time Warner Cable yearly donates several million dollars directly to nonprofit organizations and tens

of millions of dollars are donated to more of in-kind contributions we provide through the production and distribution of public service announcements, free cable and high speed broadband connections to schools [Cable in the Classroom (CIS) is the national education foundation of the U.S. cable industry], and employee volunteer activities.

Our Time Warner Cable team continues to receive industry recognition including three Association of Cable Communicators (ACC) Beacon Awards in New York City Sept. 16, 2010 in the following categories: Technology Products for the release of our new 4G Mobile solutions, Education for our Connect a Million Minds® (CMM) [a five-year, \$100 million cash and in-kind commitment to raise awareness and boost student performance in science, technology, engineering and math (STEM)] and Programming for our Vote with Your Remote initiative.

For more information about Connect A Million Minds®, please visit www.connectamillionminds.com.

Time Warner Cable and the Environment

At Time Warner Cable, we are committed to decreasing our business impact on the environment. Our efforts are focused on fleet management, paperless operations such as our eCommerce site, power usage and recycling. In addition, we are using the U.S. Green Building Council's Leadership in Energy and Environmental Design (LEED) sustainability rating system as a standard protocol for all facility construction projects. We are currently seeking LEED Certification at the Silver Level or better for five separate projects across the country.

Leadership in Innovation

Time Warner Cable has a long history of leadership with our industry and has led the way in technical innovation through the use of fiber optics to improve and expand our cable products and services. It is our success in introducing new technologies and delivering quality solutions that places us in this leadership role. In 1994, TWC became the first company to be honored with an Emmy® Award by winning the Engineering Award for Outstanding Achievement in Technological Development. In addition, the company has earned two more Emmy Awards for Video on Demand and Start Over. By 2001, TWC created a hybrid fiber coaxial cable network delivering exciting services including Digital Cable, Video on Demand, Digital Video Recorder, High Definition Television (HDTV), High Speed Online access via cable modem, Digital Phone, Start Over, Quick Clips, Active Advertising and more.

Time Warner Cable Business Class products and services are designed to support the needs of businesses large and small. From customized dedicated fiber solutions that move large quantities of data from point to point to solutions for home offices and teleworkers, our innovative solutions provide dependable, cost effective solutions to more than 295,000 business customers nationwide.

Diversity

At Time Warner Cable, we are focused on diversity. Time Warner Cable's voice, data, video, and security solutions are enhanced by award winning customer service and local support teams. TWC was ranked number 23 on 2010 Diversity Inc. Magazine Top 50



Companies List on March 9, 2010. The company rose 15 spots compared to last year and will be featured in the June 2010 issue of Diversity Inc. Magazine. Out of 449 organizations, TWC demonstrated use of measureable diversity best practices and results. TWC demonstrated strength in CEO Commitment, Human Capital, Corporate and Organizational Communications and Supplier Diversity. Diversity is treated as an ethical, moral priority and a powerful business tool.

Financial Stability

Time Warner Cable also means financial stability. TWC has the financial resources and the strategic commitment to maintain and grow its network and support services in step with our customers' growing needs. Time Warner's current Earnings Release and other relevant financial results are available at <http://timewarnercable.com/investors>.

Time Warner Cable Business Class Overview

Time Warner Cable Business Class offers Voice, Internet, Television, and Network Services to businesses of all sizes, wholesale services to a broad range of regional, national and international network providers and, through our NaviSite subsidiary, managed and outsourced information technology solutions and cloud services.

Time Warner Cable Business Class (TWCBC) is the business-to-business division of Time Warner Cable (NYSE: TWC), which is among the largest providers of video, Internet and voice services in the United States. Corporate highlights include:

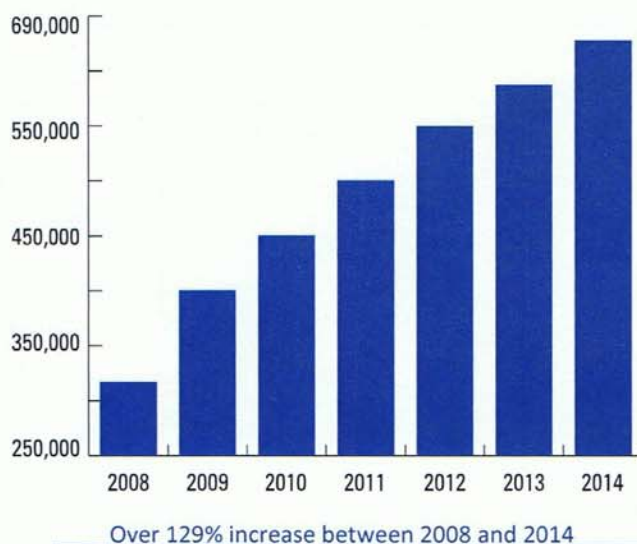
- We are a Fortune 150 company
- We have more than 15 million customers
- We employ more than 54,000 people
- We generated over \$22.8 billion in revenues in 2014

Some of our unique offerings include:

- A full suite of communications services that provide reliable, high-bandwidth alternatives to conventional telco offerings
- A highly redundant, secure and reliable hybrid-fiber coaxial network spanning more than 350,000 route miles nationally – making it an attractive and reliable primary and alternate-path option to traditional communications networks
- 24/7 network monitoring, to ensure you are always connected
- Dedicated, locally based customer service and support and an online “My Account” portal

Our innovative products and services provide dependable, cost-effective solutions to our more than 687,000 business customers throughout the country (Figure 1).

Figure 1. Time Warner Cable Business Class Customers



With more than a decade of experience providing communications services to businesses, our dedicated team of experts have the experience and expertise to be your communications provider. Combine that with our state-of-the-art and fiber-rich network, Time Warner Cable Business Class is prepared to provide your company with the reliable, high-quality service and support you expect and deserve.

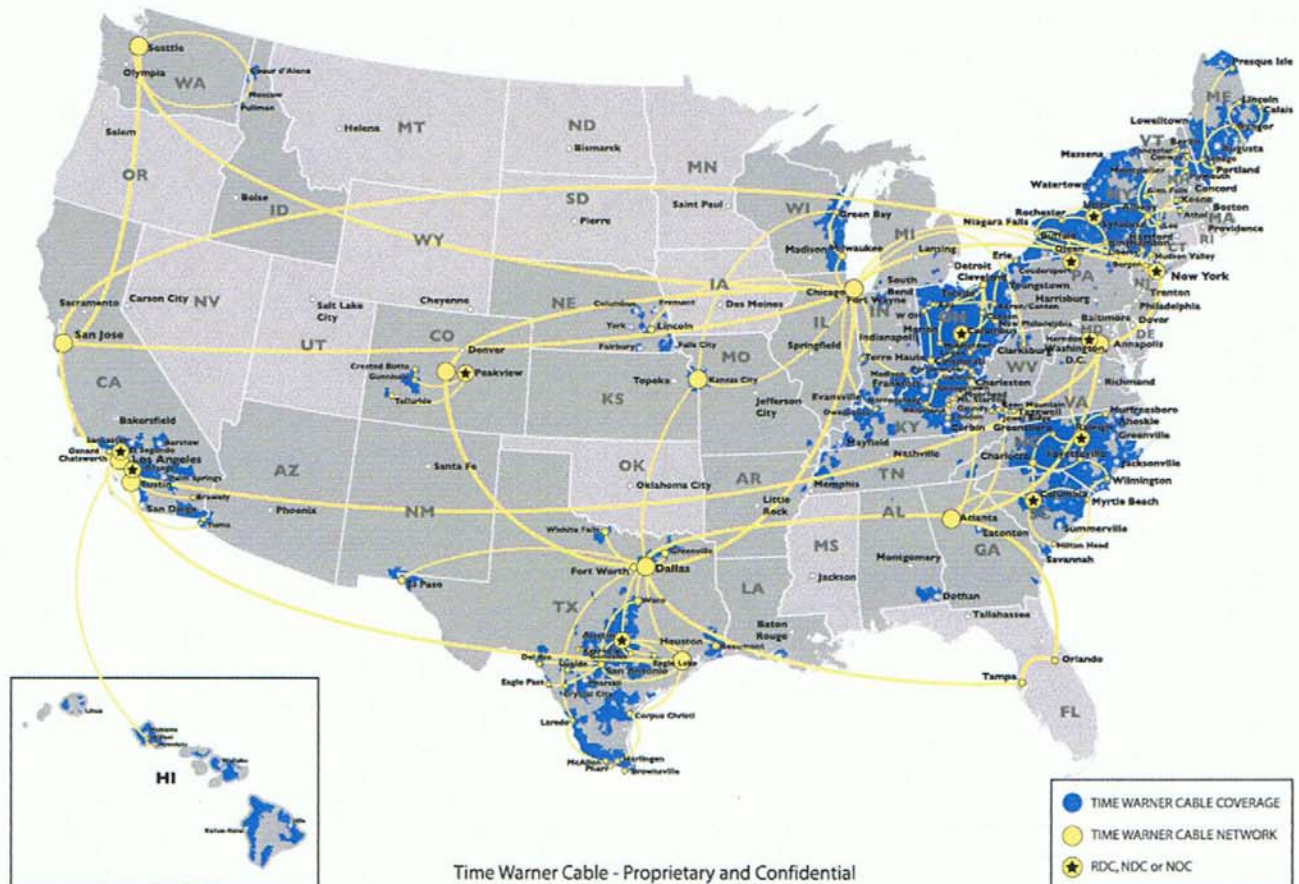
For additional information about Time Warner Cable, please visit www.timewarnercable.com.

For more information about Time Warner Cable Business Class, please visit www.business.twc.com.

Network Overview

A unique, competitive advantage of TWCBC is our carrier-class and wholly-owned Time Warner Cable Business Class network. Competitive Local Exchange Carriers (CLECs) use the Incumbent Local Exchange Carrier (ILEC) network infrastructure. Unlike the CLECs who resell the ILEC network, we own and operate our own network, including the critical “last mile” into your business.

Figure 2. Time Warner Cable National Presence Map



As a result, our network gives customers true route diversity, thus offering a cost-effective primary service or an alternate network for disaster recovery/network outage insurance.

TWCBC is a facilities-based provider with a fully monitored and resilient network across the U.S. Our network was upgraded in 2011 with innovative, state-of-the-art transport technologies. It provides the completely redundant carrier-class reliability, scalability and capacity necessary for transport, Internet, data, video, and voice services.

Time Warner Cable Business Class Solutions

Dedicated Internet Access (Fiber)	Dedicated Internet Connection A fast, reliable, high-bandwidth, symmetrical, and dedicated Internet access link over TWCBC fiber. Speeds range from 5Mbps to 10Gbps.	Industry-Leading SLAs Service Level Agreements (SLAs) ensure high performance and availability for your mission-critical applications.	Scalability Speeds are dynamically scalable up to 10Gbps to meet your evolving business needs.
Business Internet (Cable Modem)	Reliable and Scalable Internet Access Tiered service levels with download speeds up to 300 Mbps. Allows businesses to quickly transfer large files, use cloud-based applications and web conferencing, and conduct ecommerce.	Free TWC WiFi Hotspot Helps attract and retain customers by offering them wireless Internet access, an amenity they expect.	Powers Multiple Users and Devices Multiple speed options – up to 300 Mbps – to give businesses the bandwidth they need to support multiple employees and devices. Service delivered over our 99.9% reliable, fiber-rich network.
Ethernet	Ethernet Topologies Connect your locations with a secure, point-to-point, point-to-multi-point, or multi-point to multi-point Ethernet connection. A cost-effective alternative to legacy systems.	Industry-Leading SLAs Industry-leading SLAs ensure the network is meeting promised performance objectives.	Bandwidth Grows with You Increase your bandwidth within 2–5 days (no CPE changes) at: – up to 512Kbps–2Mbps (coax) – 5Mbps–1Gbps (fiber) – 1Gbps–10Gbps (fiber)
TV and Music	Quality Programming A variety of popular channels for your customers and employees in crystal clear digital or HD to enhance your business environment and customer experience.	Variety of Packages Industry-specific channel lineups (Business, Healthcare, Bar & Restaurant, College and more) offer customized programming for your customers and visitors.	Music Choice Commercial-free, digital-quality Music Choice package to set the atmosphere for any business.
Business Class Phone	Choice of Plans Unlimited local and nationwide long distance calling plans. Affordable Global Calling Plan. 25+ advanced features included at no additional charge.	Voice Manager Portal Manage your phone service online 24x7 from any Internet-connected device and ensure business continuity. Activate and deactivate features such as Call Forwarding and Hunt Groups.	Advanced Features Key business features such as Custom Caller ID, Voicemail to Email, Call Forwarding, Hunt Groups and more included free. Upgrade to optional features such as Auto Attendant, Voicemail, Mobility Features and Toll-Free Service.
Trunks*	PRI and SIP Trunks PRI is available as 8, 12, 16 and 23B+D configurations. SIP Trunks are available with a minimum of 6 call paths with additional call paths available in increments of one.	Long Distance Plans Optional Minutes of Use packages are scalable from 3,000 to 100,000 minutes and include nationwide long-distance and international calling to over 50 countries*. * see business.twc.com for complete list of countries included	Features Key features included are Alternate Routing, Caller ID, and call blocking options such as international and 900 number. Trunk Overflow and Toll Free are also available.
Value-Added Service Upgrades	Managed Security Service A comprehensive suite of fully-managed security services that includes management, configuration, implementation and 24/7 support.	Online Backup Automatic, scheduled backup of your files for safe off-site storage, with the extra advantage of secure, remote file access from anywhere.	Web Hosting Website set up and maintenance. Storage options from 5Gb–40Gb. Domain registration and virtual storefront packages are also available.
Hosted Email, Collaboration, and Data Management	Hosted Microsoft® Exchange Provides anywhere, anytime access to communication features such as email, calendars and contact lists via Microsoft Outlook®.	Microsoft SharePoint® Easy, reliable collaboration platform enabling you to share and manage business files from a central location.	Secure and Robust Email security through anti-spam protection and anti-virus filtering. Enterprise-grade data centers provide high availability with robust business continuity.
Managed Network Services	Managed Router Service A fully managed service that provides turnkey provisioning, configuration, change management, monitoring, and remote operations management of data and security services on customer premise routers.	Turn Key Solution Bundle Managed Router Service with Ethernet Services, Dedicated Internet Access or Business Internet services for a turn key solution that will reduce capital expenditures.	Enhanced Productivity Free up your IT staff to work on more strategic initiatives and offload network support requirements with these fully managed solutions.

Customer Care Overview

Account Management Team

The Major Account Executive (MAE) will build and maintain the customer relationship and will provide answers to any customer concerns. They are familiar with a variety of the industry's concepts, practices, and procedures. The MAE relies on experience and judgment to plan and accomplish the customer's goals.

The Sales Engineer (SE) will qualify the technical requirements to fit the proposed solution. The SE will ensure that the equipment can be integrated into the customer's network. They provide strong customer relations and communication skills, applying technical knowledge and policies in direct support to customers with knowledge of commonly used concepts, practices, and procedures for the cable industry.

If a customer has multiple locations throughout the Time Warner Business Class footprint, a national account team is available to assist the enterprise customer. The national account team also offers flexible billing options including a consolidated invoice for multiple service offerings (teleworker and branch office connectivity, and advanced fiber services). This team is an extension of the local divisions and is fully integrated for ordering, provisioning and support.

TWCBC has an account team in place and is ready to support the **Greendale School District**.

Major Account Executive

Janice Elger
(414) 908-4823
janice.elger@twcable.com

Sales Engineer

Curtis Shambeau
(414) 277-4095
curtis.shambeau@twcable.com

Sales Manager

Paul Molchany
(414) 277-4264
paul.molchany@twcable.com

Sales Engineer Manager

David Nuccetelli
(614) 255-2808
david.nuccetelli@twcable.com

Time Warner Cable Business Class (TWCBC) Customer Care provides customers with the support they need to get the most out of their communications services. From billing questions to technical issues, customers have a number of support options available to get issues and questions resolved quickly.

Customers are supported by teams of highly trained customer service consultants who provide:

- **Technical Support:** Available 24/7 by phone. Technical support specialists are trained to diagnose and resolve technical issues for customers. When needed, these specialists will coordinate a service call if the issue cannot be resolved by phone.
- **Billing Support:** Available from 8 am to 5 pm local time by phone and live chat, billing agents specialize in resolving billing questions related to bill statements and payments.

- **Live Chat:** Available weekdays from 8 am to 6 pm local time. Live chat specialists are available to answer questions related to technical issues, billing, general account questions.
- **Email Support:** Available 24 x 7 using the TWCBC email support form. Customer service consultants will respond to email questions in a timely manner. These specialists are trained to respond and resolve issues and questions relating to technical issues, billing and general account questions.

Self-Service Support Options:

- **Support Resources:** Customers can access FAQs, quick start guides and user guides 24 x 7 via the Support section of the Time Warner Cable Business Class website at business.twc.com/support.
- **Account Management:** My Account offers 24/7 online account access and management at business.twc.com/myaccount.
 - View a current or past bill (up to 6 months of past statements)
 - Pay a bill, set up recurring payments, or select paperless billing
 - Set up phone features and view phone call detail records
 - Cancel or reschedule appointments with 24 hours' advanced notice
 - Check Internet speed, equipment status or reset a modem
 - Visit the PerkZone® perks program for discounts and networking opportunities

Account Management On-the-Go: Customers with My Account credentials can download and use the **TWC Business app** for account management via a smartphone or tablet. The app offers many of the same features as My Account and is available on iTunes and Google Play.

Implementation Overview

All projects are managed by local Project Coordinators or Project Managers depending on the scope and complexity of the project to ensure timely and successful implementation of services.

Upon contract signature, the local Project Coordinator will contact you to confirm your installation schedule, discuss the process, and any other information necessary to ensure a seamless installation. Also, to assure maximum performance levels, Time Warner Cable Business Class follows a proven process for implementation of the customer's order, provisioning and testing phases.

Typical Delivery Intervals

The TWC scheduling process is multi-dimensional. A daily construction and installation work list is created after management's review of 1) orders sequenced by contract signed date, and 2) Customer Requested Due Date (CRDD). An assessment of the work activity required for each order is compared to the available resources (i.e. workforce and equipment) for a given business day and work is scheduled accordingly. Once the construction and installation schedule is established, TWC contacts the Customer(s) to communicate the date.

For Video products where no construction is required, the typical interval is 8 calendar days, and, where construction is required, the typical interval is 60 calendar days.

For DOCSIS POTS products where no construction is required, the typical interval is 30 calendar days, and, where construction is required, the typical interval is 60 calendar days.

For DOCSIS PRI products where no construction is required, the typical interval is 45 calendar days, and, where construction is required, the typical interval is 60 calendar days.

For Fiber PRI products where no construction is required, the typical interval is 45 calendar days, and, where construction is required, the typical interval is 90 calendar days.

For Fiber products where no construction is required, the typical interval is 30 calendar days, and, where construction is required, the typical interval is 90 calendar days.

TWC makes every effort to meet the Customer Requested Due Date (CRDD) and to shorten the delivery intervals where technically possible. TWC does NOT use any carrier facilities other than TWC's own facility, network and POP. Fiber optic construction and installation typical interval is subject to permitting and Right of Entry (ROE) and/or subject to change.

Order Process

Upon receipt of your order, Time Warner Cable Business Class (TWCBC) enters the necessary information in our order and provisioning system. A design document is developed that is utilized to order equipment. At this stage we identify the network components for proactive planning and monitoring.

Provisioning Process

During the provisioning phase, TWCBC performs all the necessary actions to implement your connectivity requirements. In this stage all requirements, including monitoring requirements, are submitted to the Time Warner Cable Regional Network Operations Center (RNO). The next step is to schedule resources for implementation and procure equipment. Once received, a TWCBC representative configures your equipment and prepares our staff of network engineers and Customer Support Center (CSC) to manage your account. At this stage TWCBC provides the customer with information for customer care contacts as well as the process to follow for obtaining support and service.

Testing Process

Once implementation is complete, TWCBC will test the operability of your network, verifying that the Time Warner Cable RNO is properly servicing and monitoring your connections. Upon the customer's acceptance, this process is successfully completed.

Customer Requirements

In order to provision the service(s), **Greendale School District** will provide the following to Time Warner Cable:

- ❖ Space and Electrical power and outlets to communications rooms for all locations
- ❖ Access for Time Warner Cable and its representatives into facilities/property
- ❖ Availability of **Greendale School District** personnel during product deployment

Item	Specification
Temperature	CPE (Customer Premise Equipment) needs to be in a properly ventilated and cool area (32° Fahrenheit - 131° Fahrenheit)
Power	Dedicated Circuit: 120 Volt 20 Amp Outlet Within 3' of backboard center or 10' of TWC CPE Location; Power Clearance from existing electrical panels, transformers, etc.
Wall Space	48" H x 24" W x 3/4" D Plywood Backboard mounted with molly bolts or anchored to wall studs; able to support 75 lbs.
Rack Space	5 RU (Rack Unit) for FDP (Fiber Distribution Panel), Switch, and UPS (Universal Power Supply); 6 RU if PRI (Primary Rate Interface) services requested
TWCBC Swing Rack Wall Mount	16" H X 20" W x 15" D
TWCBC Swing Rack Wall Mount	24" H x 22" W x 20" D
TWCBC Swing Rack Side Wall Mount	23" H x 19" W x 18" D

Service Delivery Overview – With Single Point of Contact

To ensure a smooth and timely delivery of your service, below are the steps we will take to prepare your order for installation:

Order Management

Upon receipt of your signed Service Agreement and related documents, your Account Executive will submit your order for processing.

A Service Delivery Team member will reach out to you to confirm your order details and gather additional information that may be needed for order processing.

Site Survey (if necessary)

Prior to your service installation, a site survey may be necessary to determine serviceability at your location. If needed, the site survey will involve a thorough walk through and evaluation of your service location.

If you lease your office space, a member of our Service Delivery Team will meet with the property owner or manager of your service location(s) to secure rights of entry into the building(s). If the service location is a government building, we will secure rights of entry from the appropriate government authority.

After the survey is completed, we will provide the installation requirements to your property owner or manager and work with them to get approval for that work. The survey technician will also discuss customer wiring and construction requirements during this review.

Project Management

If it is necessary to perform construction at your service location to prepare the site for installation, a project coordinator or manager will be assigned to your order and will oversee the construction details. Your project coordinator or manager will communicate with you regarding project status and timelines.

Installation Date Scheduling

When your services are ready for installation, a member of the TWCBC Service Delivery Team member will contact you to schedule your preferred installation date.

Activation of Service

On the day of installation, a TWCBC technician will contact you prior to arrival. For our technician to complete the work, we need the following:

- **Point of Contact:** An authorized employee or company representative over 18 years of age must be present at the service address at the time of install.

- **Permission:** If you lease your office space, we need permission from the property owner or management to run cables or perform other required services.
- **Installation Site:**
 - Your service location needs to have electrical power and outlets available for equipment.
 - Our technician will need access to exposed wires and all areas needed for installation. That can include a wide variety of areas, including but not limited to the roof, riser/telco closet, and backyard. If you do not have access, we need maintenance personnel or the building owner on site the day of install.
 - (New York City only) Local 3 A-Card designated buildings will need to have the building or an in-house electrician run cables prior to the TWCBC installation.
- **Key System or PBX:** You or your authorized representative and your phone vendor must be present to ensure the proper connection of phone lines to your PBX or Key System.
- **Internet, high-speed data service & WiFi:** You or your data vendor, IT personnel and/or authorized party must be on site during installation. Please note that we do not configure any data equipment that does not belong to Time Warner Cable Business Class.
- **Cable TV:** Please ensure televisions will be onsite at the time of install for proper testing and verification of services.

One to two days before the activation date, a TWCBC technician may be on site to do preliminary entrance and inside wiring work. The technician will contact you prior to arrival and will need the same access indicated above.

Pricing

CIRCUIT #	LOCATION A	CIRCUIT TYPE	LOCATION B	INSTALLATION FEE	60 - MONTH TERM MONTHLY FEE
1	High School	POINT-to-POINT	Highland View Elementary	\$0	\$3570.
	NPA/NXX	10 GB/s	NPA/NXX		
	414/423	Full Duplex	414/423		
	Project DMARC Location	Standard (802.3ae)	Project DMARC Location		
	As Shown in Attached Floor Plan	IEEE 802.3 WAN-PHY	As Shown in Attached Floor Plan		
	6801 Southway		5900 S. 51st Street		
	Greendale, WI 53129		Greendale, WI 53129		
CIRCUIT #	LOCATION A	CIRCUIT TYPE	LOCATION C	\$0	\$3570.
2	High School	POINT-to-POINT	College Park Elementary		
	NPA/NXX	10 GB/s	NPA/NXX		
	414/423	Full Duplex	414/423		
	Project DMARC Location	Standard (802.3ae)	Project DMARC Location		
	As Shown in Attached Floor Plan	IEEE 802.3 WAN-PHY	As Shown in Attached Floor Plan		
	6801 Southway		5701 W. College Ave		
	Greendale, WI 53129		Greendale, WI 53129		
CIRCUIT #	LOCATION A	CIRCUIT TYPE	LOCATION D	\$0	\$3570.
3	High School	POINT-to-POINT	Alverno College WiscNet POP		
	NPA/NXX	10 GB/s	NPA/NXX		
	414/423	Full Duplex	414/382		
	Project DMARC Location	Standard (802.3ae)	Project DMARC Location		
	As Shown in Attached Floor Plan	IEEE 802.3 WAN-PHY	3400 S. 43rd Street		
	6801 Southway		Milwaukee, WI 53234		
	Greendale, WI 53129				

References

References

1. **Milwaukee Public Schools**- 142 Schools, 2 Data Centers
Chad Meyer, Director for the Department of Technology



2. **Oak Creek School District**- 10 Schools
Chris Bennin, District Technology Coordinator



3. **Lake Geneva School District**
Internet and Metro Ethernet
Dan Schmidt, Director of Technology



Other Local School References

Elmbrook School District
Franklin School District
Germantown School District
Kenosha Unified School District
Muskego-Norway School District
Cudahy School District
Marquette University High School
St. Thomas Moore
Divine Savior Holy Angels
Seeds of Health
South Milwaukee School District
Wilmot School District
UWM
Carroll University
Lakeland College
Carthage College

Glendale School District
Lake Geneva School District
Plymouth School District
BEAM
Messmer School District
Oostburg School District
Whitnall School District
Pius XI High School
North Cape School District
Oak Creek School District
Arch Diocese of Milwaukee
Drought School District
Atlas Prep School
Trevor School District
Milwaukee College Prep
Milwaukee Jewish Day School

Bid Bond

Bid Bond to follow immediately after this page

AIA[®] Document A310[™] – 2010

Bid Bond

CONTRACTOR:

(Name, legal status and address)

TIME WARNER CABLE BUSINESS LLC
60 Columbus Circle
New York, NY 10023

SURETY:

(Name, legal status and principal place of business)

FEDERAL INSURANCE COMPANY
15 Mountain View Road
Warren, NJ 07059

OWNER:

(Name, legal status and address)

GREENDALE SCHOOL DISTRICT ADMINISTRATIVE OFFICES
Telecommunication RFQ Response
6815 Southway, Greendale, WI 53129

BOND AMOUNT: Five percent of amount bid.
(5% of Amount Bid)

PROJECT:

(Name, location or address, and Project number, if any)

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

Project Number, if any:

This document has important legal consequences. Consultation with an attorney is encouraged with respect to its completion or modification.

Any singular reference to Contractor, Surety, Owner or other party shall be considered plural where applicable.

The Contractor and Surety are bound to the Owner in the amount set forth above, for the payment of which the Contractor and Surety bind themselves, their heirs, executors, administrators, successors and assigns, jointly and severally, as provided herein. The conditions of this Bond are such that if the Owner accepts the bid of the Contractor within the time specified in the bid documents, or within such time period as may be agreed to by the Owner and Contractor, and the Contractor either (1) enters into a contract with the Owner in accordance with the terms of such bid, and gives such bond or bonds as may be specified in the bidding or Contract Documents, with a surety admitted in the jurisdiction of the Project and otherwise acceptable to the Owner, for the faithful performance of such Contract and for the prompt payment of labor and material furnished in the prosecution thereof; or (2) pays to the Owner the difference, not to exceed the amount of this Bond, between the amount specified in said bid and such larger amount for which the Owner may in good faith contract with another party to perform the work covered by said bid, then this obligation shall be null and void, otherwise to remain in full force and effect. The Surety hereby waives any notice of an agreement between the Owner and Contractor to extend the time in which the Owner may accept the bid. Waiver of notice by the Surety shall not apply to any extension exceeding sixty (60) days in the aggregate beyond the time for acceptance of bids specified in the bid documents, and the Owner and Contractor shall obtain the Surety's consent for an extension beyond sixty (60) days.

If this Bond is issued in connection with a subcontractor's bid to a Contractor, the term Contractor in this Bond shall be deemed to be Subcontractor and the term Owner shall be deemed to be Contractor.

When this Bond has been furnished to comply with a statutory or other legal requirement in the location of the Project, any provision in this Bond conflicting with said statutory or legal requirement shall be deemed deleted herefrom and provisions conforming to such statutory or other legal requirement shall be deemed incorporated herein. When so furnished, the intent is that this Bond shall be construed as a statutory bond and not as a common law bond.

Signed and sealed this 16th day of March, 2016

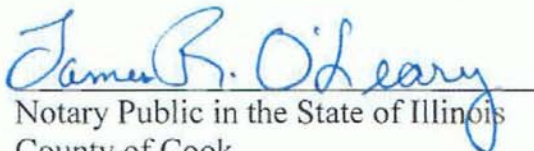
		TIME WARNER CABLE BUSINESS LLC	
(Witness)		(Principal)	(Seal)
		(Title)	
		FEDERAL INSURANCE COMPANY	
(Witness)	Jean Torres	(Surety)	(Seal)
		(Title)	Susan A. Welsh, Attorney in Fact

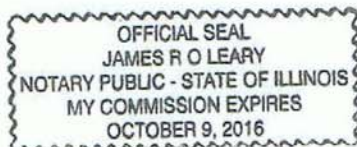
ACKNOWLEDGEMENT BY SURETY

STATE OF ILLINOIS
COUNTY OF COOK

On this 16th day of March, 2016, before me, James R. O'Leary, a Notary Public, within and for said County and State, personally appeared Susan A. Welsh to me personally known to be the Attorney-in-Fact of and for Federal Insurance Company and acknowledged that s/he executed the said instrument as the free act and deed of said Company.

IN WITNESS WHEREOF, I have hereunto set my hand and affixed my official seal, at my office in the aforesaid County, the day and year in this certificate first above written.


Notary Public in the State of Illinois
County of Cook





**Chubb
Surety**

**POWER
OF
ATTORNEY**

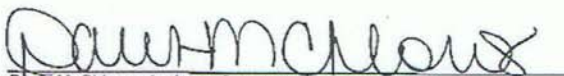
**Federal Insurance Company
Vigilant Insurance Company
Pacific Indemnity Company**

**Attn: Surety Department
15 Mountain View Road
Warren, NJ 07059**

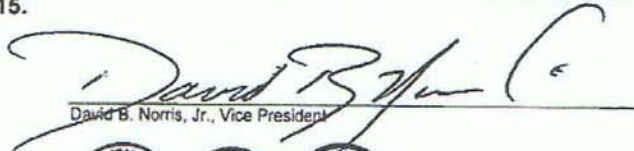
Know All by These Presents, That **FEDERAL INSURANCE COMPANY**, an Indiana corporation, **VIGILANT INSURANCE COMPANY**, a New York corporation, and **PACIFIC INDEMNITY COMPANY**, a Wisconsin corporation, do each hereby constitute and appoint Marcia K. Cesafsky, Debra J. Doyle, Derek J. Elston, Jennifer L. Jakaitis, Judith A. Lucky-Eftimov, James B. McTaggart, Linda M. Napoliello, Sandra M. Nowak, Diane M. O'Leary, Christina L. Sandoval, Christopher P. Troha, Susan A. Welsh and Sandra M. Winsted of Chicago, Illinois

each as their true and lawful Attorney-in-Fact to execute under such designation in their names and to affix their corporate seals to and deliver for and on their behalf as surety thereon or otherwise, bonds and undertakings and other writings obligatory in the nature thereof (other than bail bonds) given or executed in the course of business, and any instruments amending or altering the same, and consents to the modification or alteration of any instrument referred to in said bonds or obligations.

In Witness Whereof, said **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, and **PACIFIC INDEMNITY COMPANY** have each executed and attested these presents and affixed their corporate seals on this **19th** day of **October, 2015**.



Dawn M. Chloros, Assistant Secretary



David B. Norris, Jr., Vice President



STATE OF NEW JERSEY

SS.

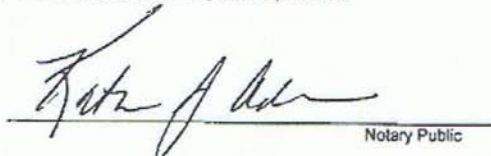
County of Somerset

On this **19th** day of **October, 2015** before me, a Notary Public of New Jersey, personally came Dawn M. Chloros, to me known to be Assistant Secretary of **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, and **PACIFIC INDEMNITY COMPANY**, the companies which executed the foregoing Power of Attorney, and the said Dawn M. Chloros, being by me duly sworn, did depose and say that she is Assistant Secretary of **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, and **PACIFIC INDEMNITY COMPANY** and knows the corporate seals thereof, that the seals affixed to the foregoing Power of Attorney are such corporate seals and were thereto affixed by authority of the By-Laws of said Companies; and that she signed said Power of Attorney as Assistant Secretary of said Companies by like authority; and that she is acquainted with David B. Norris, Jr., and knows him to be Vice President of said Companies; and that the signature of David B. Norris, Jr., subscribed to said Power of Attorney is in the genuine handwriting of David B. Norris, Jr., and was thereto subscribed by authority of said By-Laws and in deponent's presence.

Notarial Seal



KATHERINE J. ADELAAR
NOTARY PUBLIC OF NEW JERSEY
No. 2316685
Commission Expires July 16, 2019



Notary Public

CERTIFICATION

Extract from the By-Laws of **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, and **PACIFIC INDEMNITY COMPANY**:

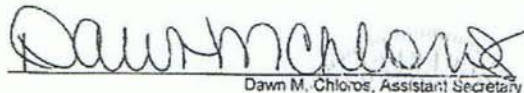
"Except as otherwise provided in these By-Laws or by law or as otherwise directed by the Board of Directors, the President or any Vice President shall be authorized to execute and deliver, in the name and on behalf of the Corporation, all agreements, bonds, contracts, deeds, mortgages, and other instruments, either for the Corporation's own account or in a fiduciary or other capacity, and the seal of the Corporation, if appropriate, shall be affixed thereto by any of such officers or the Secretary or an Assistant Secretary. The Board of Directors, the President or any Vice President designated by the Board of Directors may authorize any other officer, employee or agent to execute and deliver, in the name and on behalf of the Corporation, agreements, bonds, contracts, deeds, mortgages, and other instruments, either for the Corporation's own account or in a fiduciary or other capacity, and, if appropriate, to affix the seal of the Corporation thereto. The grant of such authority by the Board or any such officer may be general or confined to specific instances."

I, Dawn M. Chloros, Assistant Secretary of **FEDERAL INSURANCE COMPANY**, **VIGILANT INSURANCE COMPANY**, and **PACIFIC INDEMNITY COMPANY** (the "Companies") do hereby certify that

- (i) the foregoing extract of the By-Laws of the Companies is true and correct,
- (ii) the Companies are duly licensed and authorized to transact surety business in all 50 of the United States of America and the District of Columbia and are authorized by the U.S. Treasury Department; further, Federal and Vigilant are licensed in the U.S. Virgin Islands, and Federal is licensed in Guam, Puerto Rico, and each of the Provinces of Canada except Prince Edward Island; and
- (iii) the foregoing Power of Attorney is true, correct and in full force and effect.

Given under my hand and seals of said Companies at Warren, NJ this **16th March, 2016**





Dawn M. Chloros, Assistant Secretary

IN THE EVENT YOU WISH TO NOTIFY US OF A CLAIM, VERIFY THE AUTHENTICITY OF THIS BOND OR NOTIFY US OF ANY OTHER MATTER, PLEASE CONTACT US AT ADDRESS LISTED ABOVE, OR BY Telephone (908) 903-3493 Fax (908) 903-3656 e-mail: surety@chubb.com

March 16, 2016

Sara A. Grabau
TIME WARNER CABLE BUSINESS LLC
60 Columbus Circle
New York, NY 10023

Re: GREENDALE SCHOOL DISTRICT ADMINISTRATIVE OFFICES
Project: GREENDALE SCHOOL DISTRICT - TELECOMMUNICATION RFQ's
Estimated Contract Price: \$ 132,000.00
Bid Date: 3/17/2016
Surety: CHUBB GROUP OF INSURANCE COMPANIES

Dear Sara A. Grabau:

Enclosed please find the above captioned bid bond, executed per your request.

The bid bond must be signed by an authorized representative of your company, notarized and sealed with the corporate seal if applicable. It is your responsibility to ensure the bid bond conforms with your needs and instructions to us, including but not limited to the correct coverages and parties, and with any laws applicable to your operations and/or the contract requiring the bid bond, and to advise us immediately, in writing, if the bid bond form so executed does not contain the proper information. Accordingly, it is incumbent upon you to carefully review the bond, and we will expect that you will, double-check all information, including signatures, dates, amounts and job descriptions for accuracy, and to verify that the bid bond form we executed is the form required by the specification. This will avoid the possibility of having a low bid rejected because of a clerical error. We will also expect you to verify that anything unusual that has been requested by the obligee is attached.

If, following your review of the bond, you do not advise us in writing of any problem or deficiency in its terms and information but submit the bond as is, your submission will constitute your verification, and we will justifiably assume, that the bond form as issued is correct and appropriate for the purpose for which it is being submitted. You further understand that we will have no liability for any deficiencies or discrepancies not brought to our attention in accordance with this letter.

The bid bond authorization is based upon your original estimate. **If the actual bid price exceeds this estimate by 10% or more, you must contact us for additional authority!**

Please call our office if you should have any questions or need any further assistance.

Good Luck on your Bid.

Sincerely,



James R. O'Leary
Record #2554278

Your bid results are very important, please mail this information back to the address below, or email your Aon representative within 5 days of the bid opening.

	Contractors Name		Contract Price
1.	_____	\$	_____
2.	_____	\$	_____
3.	_____	\$	_____

Where did you place _____ And your price \$ _____

If awarded contract, is final bond required? Yes ☐ No ☐

Products

Ethernet Solutions

TWCBC Ethernet Services are a portfolio of Wide Area Networking (WAN) services which enable businesses to efficiently connect nonadjacent locations together to form a seamless and secure network environment.

FEATURES	BENEFITS
Tiered Service Levels	Customized configurations to meet your business needs.
Scalable Service Levels	Scalable service from sub-1Mbps to 10Gbps transmission speeds can be customized remotely when business needs change.
Service Level Agreements	Multiple service levels are available to guarantee reliability.

Vendor E-Rate SPIN Number

The Time Warner Cable SPIN Number for Wisconsin is: SPIN #143048274

Benefits for K-12 Schools:

Implement Cost-Effective, E-Rate-Eligible Services

Time Warner Cable Business Class has established relationships with some of the largest education systems in the country so we understand a school system's growing needs. Upgrade to advanced solutions tailored to fit elementary and secondary school bandwidth needs and shrinking budgets. Most offerings are eligible for E-Rate discounts, and our education-focused professionals are very familiar with the rules and regulations of the E-Rate program.

Create Rich Learning Environments

Stimulate minds and imaginations with multimedia learning. Provide administrators, educators and students reliable, high-bandwidth, secure Internet and network access to a world of resources.

Communicate Securely

Safeguard your network and reduce risk with a secure, private Ethernet network or an end-to-end managed security solution that addresses your school's unique policies and requirements, and delivers comprehensive security no matter where people access your network.

Reliably Connect District Offices and Schools

Use our nationwide 350,000-mile fiber-rich IP network to connect your schools and district offices with dedicated fiber, empowering you to share information efficiently, securely and cost effectively. Furthermore, our self-healing fiber-ring topology protects your critical data and provides superior network availability and resiliency. We stand behind our solutions and your schools with an end-to-end industry-leading Service Level Agreement (SLA) that extends across our backbone, metro core and last-mile network for fiber-based services.

Easily Scale a Broad Portfolio of Solutions to Meet Your Evolving Needs

Choose from a full suite of Internet, voice, television, network and cloud services that are right-sized to your institution's needs and district's budget. And quickly and easily scale your infrastructure and bandwidth as your needs evolve with just a phone call and little or no downtime.

Simplify Operations and Free Up IT Resources

Partner with Time Warner Cable Business Class for all your networking and communications needs. Our dedicated local service and support professionals will ensure your communications infrastructure remains up and running, so you can focus more on innovation and education.

Technological Superiority – MetroEthernet Forum(MEF) Honoree



Ethernet services have become increasingly important as companies deploy high-bandwidth applications to meet increased communications and productivity requirements.

Time Warner Cable Business Class 1st North American Service Provider to earn all 8 CE 2.0 Certifications

To optimize these applications, businesses are adopting carrier-class Ethernet services which enable them to extend local-area network environments across the wide-area network.

A recognized industry leader, TWCBC has been at the forefront of Ethernet services innovation. Most recently, Time Warner Cable Business Class is the first North American Service Provider to earn certification in all 8 service categories granted by the Metro Ethernet Forum (MEF).

Time Warner Cable Business Class was the first Multiple System Operator (MSO) in the world to receive MEF 14 certification (part of MEF CE 1.0) in 2008. In addition, the company was a leading innovator in delivering Ethernet services over DOCSIS, which lead to an additional MEF recognition as the North American Carrier Ethernet Service Provider of the Year for Service Innovation, also in 2008.

Time Warner Cable Business Class also boasts 81 MEF-certified employees which demonstrates our investment in our local sales and support teams as a key piece of a strong customer partnership.

This achievement is significant because MEF 2.0 Certification confirms that Time Warner Cable Business Class networks deliver multiple services over a single Ethernet connection while performing at the highest industry standards. It also underscores our commitment to deliver highly scalable, reliable and standards compliant network solutions.

Read the entire MEF CE 2.0 Certification Press Release here:

<http://bc2.timewarnercable.com/cmpps/one/misc/mef20-website.html>

Time Warner Cable Business Class Ethernet Service Level Agreement

This document outlines the Service-Level Agreement ("SLA") for Ethernet fiber-based (the "Service"). Capitalized words used, but not defined herein, shall have the meanings given to them in Time Warner Cable Business Class Service Agreement (including the terms and conditions, attachments, and Service Orders described therein, the ("Agreement"). This SLA is a part of, and hereby incorporated by reference into, the Agreement. If any provision of this SLA and any provision of the Agreement are inconsistent or conflicting, the inconsistent or conflicting provision of this SLA shall control. This SLA document applies only to services provided over TWC's own network ("On-Net") and not to any portion this is provided by a third party. All SLA Targets in the table below are measured at the individual circuit or service level, and any applicable credits are issued only for the affected On-Net circuit or services (the "Affected Service").

I. SLA Targets for On-net Services

SERVICE AVAILABILITY	MEAN TIME TO RESTORE ("MTTR")	LATENCY / FRAME DELAY (ROUNDTRIP)	JITTER / FRAME DELAY VARIATION	PACKET LOSS / FRAME LOSS
End to End: 99.99%	Priority 1 Outages within 4 hours	Metro Market – 10ms WAN – 25ms WAN Exceptions – 45ms National – 125ms	< 2ms within Metro Market < 4ms within WAN	< 0.1%

II. Priority Classified

A "Service Disruption" is defined as an outage, disruption, or service degradation, other than an Excluded Disruption, that interferes with the ability of a TWC network hub to transmit and receive network traffic between Customer's A and Z locations. The service disruption period begins when Customer reports a Service Disruption using TWC's trouble ticketing system by contacting Customer Care, TWC acknowledges receipt of such trouble ticket, TWC validates that the Service is affected, and Customer releases the Service for testing. The Service Disruption ends when the affected Service has been restored.

"Service Degradation" means a degradation of the Service that is not a Service Disruption of a result of an Excluded Disruption, such as a failure of the Service to achieve the SLA Targets for Latency / Frame Delay, Jitter / Frame Variation, or Packet / Frame Loss.

"Excluded Disruptions" means (i.) planned outages, (ii.) routine or urgent maintenance, (iii.) time when TWC is unable to gain access to Customer's premises to troubleshoot, repair or replace equipment or the Service, (iv.)

service problems resulting from acts of omission of Customer or Customer's representative or agent, (v.) Customer equipment failures, (vi.) Customer is not prepared to release the Service for testing, and (vii.) Force Majeure Events. TWC will classify Service problems as follows:

PRIORITY	CRITERIA
Priority 1	A. Service Disruption resulting in a total loss of Service; or B. Service Degradation to the point that Customer is unable to use the Service and is prepared to release it for immediate testing (each a "Priority 1 Outage").
Priority 2	Service Degradation where Customer is able to use the Service and is not prepared to release it for immediate testing.
Priority 3	A. A service problem that does not impact the Service; or B. A single non-circuit specific quality of Service inquiry.

III. Service Availability

"Service Availability" is calculated as the total number of minutes in a calendar month less the number of minutes the On-Net Service is unavailable due to a Priority 1 Outage ("Downtime"), divided by the total number of minutes in a calendar month.

The following table contains examples of the percentage of Service Availability translated into minutes of Downtime for the 99.99% Service Availability Targets:

PERCENTAGE BY DAYS PER MONTH	TOTAL MINUTES / MONTH	DOWNTIME MINUTES
99.99% for 31 Days	44,640	4.5
99.99% for 30 Days	43,200	4.3
99.99% for 29 Days	41,760	4.2
99.99% for 28 Days	40,320	4

IV. Mean Time to Restore ("MTTR")

The MTTR measurement for Priority 1 Outage is the average time to restore Priority 1 Outages during a calendar month calculated as cumulative length of time it takes TWC to restore an On-Net Service following a Priority 1 Outage in a calendar month divided by the corresponding number of trouble tickets for Priority 1 Outage open during the calendar month for On-Net Services.

$$MTTR = \frac{\text{Cumulative length of time to restore Priority 1 Outage(s) per On-Net Service}}{\text{Total number of Priority 1 Outage trouble tickets per On-Net Service}}$$

V. Latency/Frame Delay

Latency or Frame Delay is the average roundtrip network delay, measured every 5 minutes during a calendar month, unless measurement is not possible as a result of an Excluded Disruption, to adequately determine a

consistent average monthly performance level for frame delay for each On-Net Service. The roundtrip is expressed in milliseconds (ms). TWC measures frame delay on an end-to-end basis using a standard 64-byte ping from the Customer's dedicated access port at the Customer premises to the TWC Internet access router in a roundtrip fashion.

Latency is calculated as follows:

	Sum of the roundtrip delay measurements for an On-Net Service
Latency / Frame Delay =	
	Total # of measurements for an On-Net Service

Latency / Frame Delay Targets for Services in defined Metro Area markets, WAN, WAN Exceptions and National are as follows:

METRO AREA MARKET – 10MS LATENCY		WAN – 25MS LATENCY	WAN EXCEPTIONS – 45MS LATENCY	NATIONAL – 125MS LATENCY
Roundtrip where both sites A and Z are <i>within</i> the same Metro Area Market		Roundtrip <i>between</i> any 2 Metro Area Markets within the same WAN	Roundtrip <i>between</i> any Metro Area Market and WAN Exception within the same WAN, except that where both sites A and Z are within the same WAN Exception, the Latency target is 10ms.	Roundtrip <i>between</i> any two WANs
<ul style="list-style-type: none"> • Austin, TX • Beaumont, TX • Corpus Christi, TX 	<ul style="list-style-type: none"> • Laredo, TX • San Antonio, TX • Dallas, TX 	Texas WAN	<ul style="list-style-type: none"> • El Paso, TX • Rio Grande Valley, TX • Del Rio, TX • Eagle Pass, TX • Wichita Falls, TX • Kansas City, KS • Kansas City, MO • Lincoln, NE 	
<ul style="list-style-type: none"> • North Los Angeles, CA • South Los Angeles, CA • San Diego, CA 	<ul style="list-style-type: none"> • Desert Cities, CA • Palm Springs, CA • Yuma, AZ 	PacWest WAN	<ul style="list-style-type: none"> • Coeur d'Alene, ID • Gunnison, CO • Telluride, CO • Pullman, WA • Libby, MT • Honolulu, HI 	
<ul style="list-style-type: none"> • Columbus, OH • Cincinnati, OH • Dayton, OH • Akron, OH • Cleveland, OH • Lima, OH 	<ul style="list-style-type: none"> • Louisville, KY • Lexington, KY • Green Bay, WI • Appleton, WI • Milwaukee, WI 	Mid-West WAN	<ul style="list-style-type: none"> • Bolivar, TN • Charleston, WV • Clarksburg, WV • Richmond, KY • Terre Haute, IN 	
<ul style="list-style-type: none"> • New York City (including all surrounding boroughs and metro areas in New Jersey and Pennsylvania) • Hudson Valley, NY 	<ul style="list-style-type: none"> • Albany, NY • Buffalo, NY • Rochester, NY • Syracuse, NY 	Northeast/ NYC WAN	<ul style="list-style-type: none"> • Portland, ME 	

<ul style="list-style-type: none"> Greensboro, NC Raleigh, NC Charlotte, NC Fayetteville, NC Asheville, NC Wilmington, SC 	<ul style="list-style-type: none"> Florence, SC Columbia, SC Myrtle Beach, SC Hilton Head, SC Charleston, SC Greenville, SC 	Carolinan WAN	<ul style="list-style-type: none"> Atlanta, GA Augusta, GA Birmingham, AL Dothan, AL Huntsville, AL Chattanooga, TN Knoxville, TN Nashville, TN 	
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VI. Packet Loss / Frame Loss Ratio

Packet Loss or Frame Loss Ratio is defined as percentage of frames that are not successfully received compared to the total frames that are sent in a calendar month, except where any packet or frame loss is the result of an Excluded Disruption. The percentage calculation is based on frames that are transmitted from a network origination point and received at a network destination point (TWC network hub to TWC network hub).

$$\text{Packet Loss / Frame Loss (\%)} = 100 (\%) - \text{Frames Received}$$

VII. Jitters/Frame Delay Variation

Jitter or Frame Delay Variation is defined as the variation in delay for two consecutive frames that are transmitted (one way) from a network origination point and received at a network destination point (TWC network hub to TWC network hub). TWC measures a sample set of frames every 5 minutes during a calendar month, unless measurements is not possible as a result of an Excluded Disruption, and determines the average delay between consecutive frames within each sample set. The monthly Jitter / Frame Delay Variation is calculated as the average of all of the frame delay variation measurements during such calendar month and is expressed in milliseconds (ms).

Sum of the Frame Delay Variation measurements for an On-Net Service

$$\text{Jitter / Frame Delay Variation} = \frac{\text{Sum of the Frame Delay Variation measurements for an On-Net Service}}{\text{Total \# of measurements for an On-Net Service}}$$

VIII. Network Maintenance

Maintenance Notice:

Customer understands that from time to time TWC will perform network maintenance for network improvements and preventive maintenance. In some cases, TWC will need to perform urgent network maintenance, which will usually be conducted within the routine maintenance windows. TWC will use reasonable efforts to provide advance notice of the approximate time, and duration, and reason for any urgent maintenance outside the routine maintenance windows.

Maintenance Windows:

Routine maintenance may be performed Monday – Friday 12 Midnight – 3 a.m. local time.

IX. Remedies

Service Credits:

If the actual performance of an On-Net Service during any calendar month is less than the SLA Targets, and Customer has complied with the requirements in this SLA, then Customer may request credit(s) equal to the percentage(s) of the monthly Service Charges for only the Affected Service as set forth in the table below. Any credits will be applied as an offset against any amounts due from Customer to TWC. All credits must be: (i.) requested by the Customer within 30 days of a Service Disruption or Service Degradation by calling the Customer Care Center and opening a trouble ticket, and (ii.) confirmed by TWCBC engineering support teams as associated with a trouble ticket and as failing to meet the applicable SLA Targets.

SERVICE AVAILABILITY	MEAN TIME TO RESTORE ("MTTR")	LATENCY / FRAME DELAY (ROUNDTRIP)	JITTER / FRAME DELAY VARIATION	PACKET LOSS	/
	FRAME LOSS				
30%	> 4 hours ≤ 7:59:59 hours	4%	5%	5%	5%
	> 8 hours	10%			

Except as set forth below, the credits described in this SLA shall constitute Customer's sole and Exclusive remedy, and TWC's sole and exclusive liability, with respect to TWC's failure to meet any SLA Targets. All SLA Targets are monthly measurements and Customer may request only one credit per SLA Target per month up to a maximum of 40 % of the monthly Service Charges for the Affected Service. Customer shall not be eligible for credits exceeding four (4) months of Customer's applicable monthly Service Charges during any calendar year.

Chronic Priority 1 Outages:

If Customer experience and report three (3) separate Priority 1 Outage where the Downtime exceeds four (4) hours during each Priority 1 Outage within three (3) consecutive calendar months, then Customer may terminate the Affected Service without charge or liability by providing at least thirty (30) days written notice to TWC; provided, however, the (i.) Customer may only terminate the Affected Service, (ii.) Customer must exercise its right to terminate the Affected Services by providing written notice to TWC within thirty (30) days after the event giving rise to Customer's termination right (iii.) Customer shall have paid TWC all amounts due at the time of such termination for all Services provided by TWC pursuant to the Agreement, and (iv.) the foregoing termination right provides the sole and exclusive remedy of Customer and the sole exclusive liability of TWC for chronic Priority 1 Outages and Customer shall not be eligible for any additional credits. Termination will be effected forty-five (45) days after TWC's receipt of such written notice of termination.

Sample Contract



Account Executive: Jan Elger
Phone: (262) 388-0313 ext:
Cell Phone: +1 2623880313
Fax:
Email: janice.elger@twcable.com

Order # 7189402

Business Name	GREENDALE SCHOOL DISTRICT HUB	Customer Type:
Federal Tax ID	Tax Exempt Status	Tax Exempt Certificate #
*****2357		
Billing Address	Account Number	
6801 SOUTHWAY GREENDALE WI 53129		
Billing Contact	Billing Contact Phone	Billing Contact Email Address
RYAN JONAS	(414) 423-1294	ryan.jonas@greendale.k12.wi.us
Authorized Contact	Authorized Contact Phone	Authorized Contact Email Address
RYAN JONAS	(414) 423-1294	ryan.jonas@greendale.k12.wi.us
Technical Contact	Technical Contact Phone	Technical Contact Email Address
Jesse RINK	(414) 423-0110 , ext. 4302	jrink@sourceonetechnology.com

Special Terms

The services, products, prices and terms identified on this Service Order constitute Time Warner Cable's offer to provide such services on such terms. Until Customer has accepted this offer by signing as appropriate below, Time Warner Cable reserves the right to rescind this offer at any time, at its sole discretion.

The Agreement shall be renewable for successive terms unless at least thirty (30) days prior to the expiration of the then-current term, either party notifies the other party of such party's intent not to renew this Agreement. Agreement term and corresponding monthly billing will commence on actual service installation date. Cable television and Work-at-home services are subject to annual price change.

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Time Warner Cable Enterprises LLC

Authorized Signature for Customer

Printed Name and Title

Printed Name and Title

Date Signed

Date Signed

**Service Agreement
Terms and Conditions**



This Business Class Service Order, including all attached Work Orders and additional Terms and Conditions that are incorporated herein by this reference ("**Service Agreement**"), dated 03/16/2016 (the "**Effective Date**"), is between customer identified below ("**Customer**") and Time Warner Cable ("**TWC or Operator**").

Time Warner Cable Information

Time Warner Cable Business Class

Street: 1320 N. Martin Luther King Dr
City: Milwaukee
State: WI
Zip Code: 53212

Contact: Jan Elger
Phone: (262) 388-0313
Cell Phone:
Fax:

Customer Information

Customer Name	Account Number	Federal Tax ID
GREENDALE SCHOOL DISTRICT HUB		*****2357

Billing Address
6801 SOUTHWAY GREENDALE WI 53129

Authorized Contact	Phone	Fax
RYAN JONAS	(414) 423-1294	

Billing Contact	Phone	Fax
RYAN JONAS	(414) 423-1294	

Customer Address(s)
3400 S 43rd St Unit wiscnet pop, Milwaukee WI 53219

Service Agreement

THIS TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT IS SUBJECT TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT TERMS AND CONDITIONS AVAILABLE AT WWW.TWCBC.COM/LEGAL. A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. SUCH TERMS AND CONDITIONS ARE INCORPORATED HEREIN BY THIS REFERENCE. BY EXECUTING THIS TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT WHERE INDICATED BELOW, CUSTOMER ACKNOWLEDGES THAT (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY ALL SUCH TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

Electronic Signature Disclosure

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Authorized Signature for Time Warner Cable

Authorized Signature for Customer

Printed Name and Title

Printed Name and Title

Date Signed

Date Signed

Service Agreement



This Time Warner Cable Business Class Service Agreement ("**Service Agreement**") in addition to the Time Warner Cable Business Class Terms and Conditions ("**Terms and Conditions**") and any Time Warner Cable Business Class Service Orders (each, a "**Service Order**"), constitute the **Master Agreement** by and between customer identified below ("**Customer**") and Time Warner Cable ("**TWC**" or "**Operator**") and is effective as of the date last signed below.

Time Warner Cable Information

Time Warner Cable Enterprises LLC

Street: 1320 N. Martin Luther King Dr

City: Milwaukee

State: WI

Zip Code: 53212

Contact: Jan Elger

Telephone: (262) 388-0313

Facsimile:

Customer Information

Customer Name (Exact Legal Name):
GREENDALE SCHOOL DISTRICT HUB

Federal ID No:
*****2357

Billing Address:
6801 SOUTHWAY

Suite:

City:
GREENDALE

State:
WI

Zip Code:
53129

Billing Contact Name:
RYAN JONAS

Phone:
(414) 423-1294

E-mail:
ryan.jonas@greendale.k12.wi.us

Authorized Contact Name:
RYAN JONAS

Phone:
(414) 423-1294

E-mail:
ryan.jonas@greendale.k12.wi.us

Agreement

THIS SERVICE AGREEMENT HEREBY INCORPORATES BY REFERENCE THE TERMS AND CONDITIONS (AVAILABLE AT WWW.TWCBC.COM/LEGAL), A COPY OF WHICH WILL BE PROVIDED TO CUSTOMER UPON REQUEST. BY EXECUTING THIS SERVICE AGREEMENT BELOW, CUSTOMER ACKNOWLEDGES THAT: (1) CUSTOMER ACCEPTS AND AGREES TO BE BOUND BY THE TERMS AND CONDITIONS, INCLUDING SECTION 21 THEREOF, WHICH PROVIDES THAT THE PARTIES DESIRE TO RESOLVE DISPUTES RELATING TO THE TIME WARNER CABLE BUSINESS CLASS SERVICES AGREEMENT THROUGH ARBITRATION; AND (2) BY AGREEING TO ARBITRATION, CUSTOMER IS GIVING UP VARIOUS RIGHTS, INCLUDING THE RIGHT TO TRIAL BY JURY.

By signing and accepting below you are acknowledging that you have read and agree to the terms and conditions outlined in this document.

Electronic Signature Disclosure

Authorized Signature for Time Warner Cable Enterprises LLC	Authorized Signature for Customer
By:	By:
Name (printed):	Name (printed):
Title:	Title:
Date:	Date:

TWCBC Terms and Conditions

Time Warner Cable Business Class Terms and Conditions can be found here:

<https://business.timewarnercable.com/legal/terms-conditions.html>

GREENDALE SCHOOL DISTRICT – TELECOMMUNICATION RFQ's

BID SHEET #01

E-RATE CATEGORY ONE – LIT FIBER OPTION



Subscribed and sworn to before

me this 17 day of

March, 2016

Waukesha County, State

Tara S. Drzewiecki
Notary Public

My Commission Expires 2-21-20

This quotation, submitted by the undersigned bidder to the Greendale School District (District) in accordance with the request for quotation, which will be received until **Thursday, March 17th, 2016** at **11:00 A.M. Local Time** is to furnish and deliver all requirements as outlined in the bidding documents. The undersigned bidder, being duly sworn, does depose and say that he or she is an authorized representative of:

Time Warner Cable Business LLC

Company

Milwaukee

City

WI

State

Paul.molchany@twable.com

e-mail

(920) 378-0409

Phone

Fax

and that the said bidder has examined and carefully prepared this bid from the specifications and has checked the same in detail before submitting said quotation or bid; and that said bidder or agents, officers or employees have not, either directly or indirectly, entered into any agreement, participated in any collusion, or otherwise taken any action in restraint of free competitive bidding in connection with this quotation.

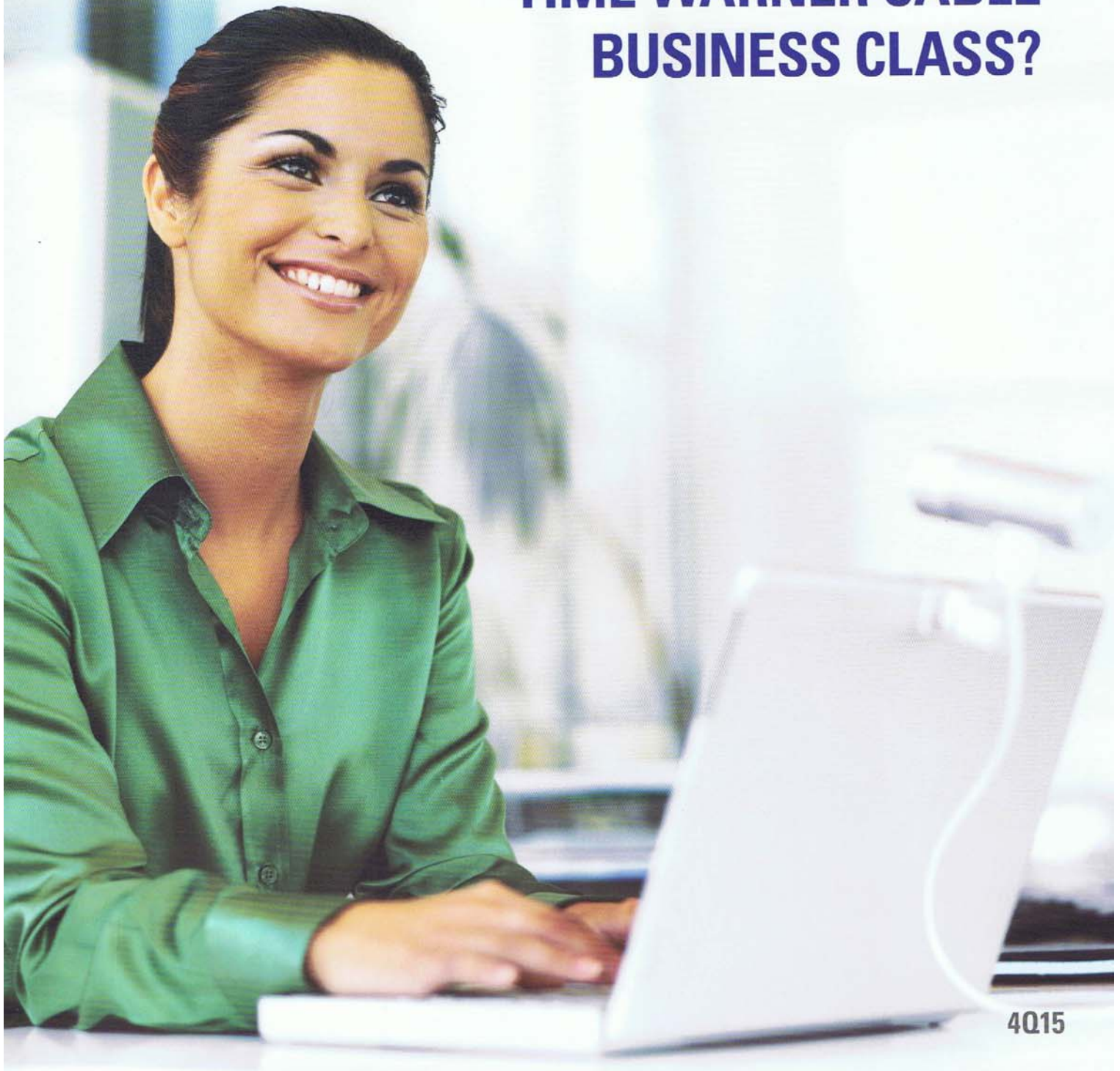
Paul A. Molchany
Signature of Bidder

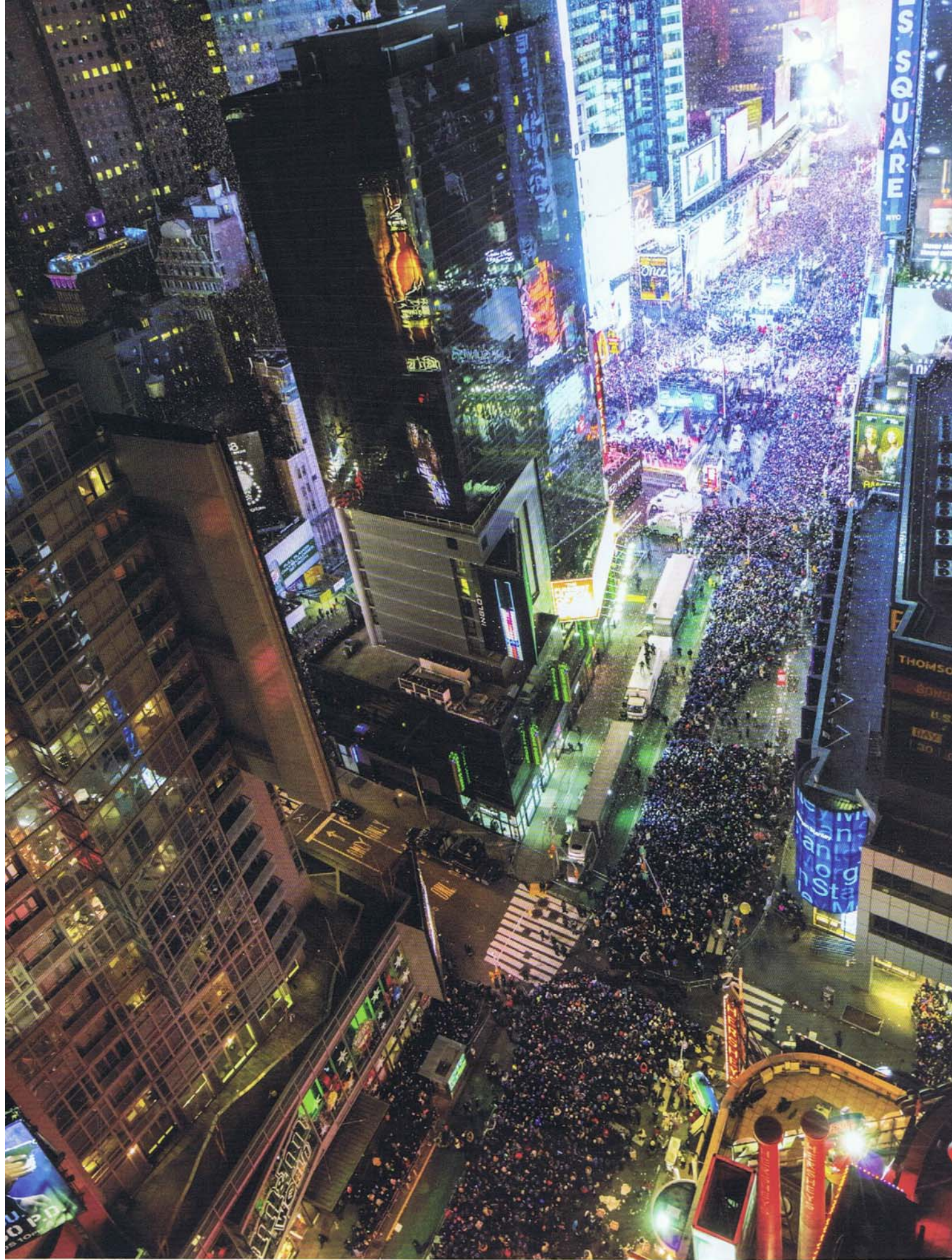
Paul Molchany
Print or Type Name

Sales Manager
Title

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WHY PARTNER WITH TIME WARNER CABLE BUSINESS CLASS?





Greetings,

On behalf of our entire team at Time Warner Cable Business Class, I'd like to thank you for considering us. We know you have choices among communications providers, and we appreciate your interest in our services. The Business Services division of Time Warner Cable has built enduring relationships with over 718,000 businesses by focusing on what's important to each of them; it would be our honor to help your business too.

We also know your communications purchase decision is an important one, a long-term commitment that is critical to your business's success. At Time Warner Cable Business Class, we fully support you in achieving nothing less. That's why on the following pages we've shared the **10 Key Trends** that are reshaping how businesses plan and manage their communications network today. We find businesses of all sizes can position themselves for lasting success when they keep these insights in mind.

Today, companies are increasingly citing communications technology as a competitive advantage when evaluating their growth opportunities. Many firms are green-lighting plans to move some of their IT infrastructure to the cloud to increase productivity and flexibility while others are implementing disaster recovery plans through the right combination of communications services. At Time Warner Cable Business Class, we've invested in and grown our capabilities to serve customers from the very small business to the very large company with a future-proof set of solutions – from connectivity to cloud.

We'd love the opportunity to listen to your specific business needs, understand your plans and challenges, and help you win in your market and industry with the right communications solutions. After all, we already have one thing in common: our sales and service professionals work and live in the same neighborhood as you. Please give us a call or email; we'll be happy to visit you to discuss how we can best support you in your success. Until then, please read on to learn about the **10 Key Trends** you can expect to shape your business.

Warm regards,



Philip G. Meeks
EVP & Chief Operating Officer
Time Warner Cable Business Class

10 Key Trends Reshaping How Businesses Manage Today's New Network

Are you ready to manage the New Network? Here are some trends you can expect to shape your communications strategy.



Cloud services are the #1 application class driving an increase in Internet traffic for businesses.



80% of businesses report using at least one cloud service. Cloud services are increasingly popular for businesses that want access to leading-edge technology solutions while minimizing capital and staffing expenses. In addition, businesses reported in a recent survey that cloud services are the chief driver behind an increase in their Internet traffic.^{1,2}



2x in 2 Years is the rate at which IT professionals expect the number of employee-owned mobile devices (also known as Bring Your Own Device, or BYOD) accessing their network will increase. Companies favor BYOD for enabling increased productivity – but security and asset management are major challenges.³



40% is the amount of work time outside of the office that remote employees in the U.S. are spending, which means employee data traffic is often flowing from the outside in rather than the inside out – another security and asset management challenge.⁴




70% of businesses currently use or plan to deploy Unified Communications (UC). UC integrates telephone, text messaging, voicemail, fax and email to enhance employee collaboration and customer service. As businesses increasingly rely on Voice Internet Protocol to connect with the public switched telephone network, UC can support the need to maintain call quality across the company data network.⁵





60% of businesses currently use videoconferencing, and seven out of 10 produce videos to communicate internally with employees. However, the bandwidth and latency requirements of video can devour network resources.⁶




 **29** different social networking applications were operating on business networks – both for business and personal purposes, an analysis of thousands of corporations found. The applications also accounted for 5 percent of total business bandwidth usage. Not only does social networking present bandwidth issues, it presents additional management challenges, as companies struggle to balance workers' work and personal lives.⁷

 **70%** is the amount of Big Data projects that enterprises have deployed or plan to deploy to leverage new business intelligence; 56 percent of medium and small businesses have or will launch Big Data initiatives. As a result, more than one in four companies say they are already increasing network bandwidth to support Big Data.⁸

 **82%** of companies lose revenue when their network goes down – an average of \$140,000 per incident, which is why data storage, backup and recovery are essential to fulfilling business continuity plans, and cloud solutions are becoming increasingly attractive in this role. In fact, 94 percent of U.S. businesses report they are backing up at least some data to the cloud. Companies should not underestimate the importance of solid network diversity and redundancy solutions.⁹

 **75%** of organizations reported detecting a security event in the preceding 12 months, according to a recent survey. IT professionals also reported that their organizations experience an average of 4.5 denial of service (DoS) events per year – which typically consume 1.7 GB of bandwidth.^{10,11}

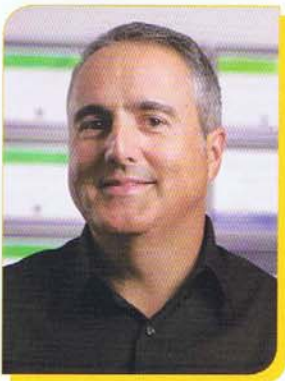
 **66%** of IT leaders have or plan to use virtual desktop solutions at their companies. Desktop virtualization decouples a company's standard desktop environment, making it available to nearly any employee device through the cloud. As a result, businesses are discovering a powerful way to deliver a secure, consistent user experience for a wide array of devices and operating systems.¹²

For our complete white paper, please visit
<https://business.timewarnercable.com/resource-center/white-papers/planning-for-the-new-network.html>.

Time Warner Cable Business Class stands ready to assist your business in planning for and managing the New Network. Read on to learn how our solutions and expertise are helping over 700,000 companies capitalize on these trends today.

Why Partner with Time Warner Cable Business Class? We Provide the Convenience of a Single-Provider Solution on Our Reliable Hybrid Fiber-Coax Network Backed by Our Dedicated, Local Professionals

There are many great reasons why businesses choose TWCBC as their communications provider. The following pages highlight the **Top 5 Reasons**.



HELPING CUSTOMERS ACHIEVE SUCCESS

"It's a great win for us to use our Time Warner Cable Business Class fiber service to provide clients with reliability and uptime that once only the largest companies could afford. It makes us and our clients more competitive."

— **Craig Stein,**
Partner and Solutions Architect, Mirazon

Customer since 2012; TWCBC services include Dedicated Internet Access



1 Complete Suite of Network and Managed Cloud Solutions

Running your business is easier with our best-in-class offerings. Get the bandwidth you need, when you need it with our Dedicated Internet Access, easily scalable up to 10 Gbps. Keep your customers connected to you with free TWC WiFi® Hotspots on our nationwide network. And unlock your company's full potential with our award-winning Managed Cloud Services. One Network, One Cloud, One Provider.

2 Local Professionals in Your Market, Dedicated to Business Services

Your support team is dedicated to Business Services, and works right here in your area to respond quickly and knowledgeably when it matters most.

3 Large Footprint Serves Your Business's Multi-Location Needs

We provide network services in 14 states including key markets such as LA and NYC; and through partnerships with other communication providers, we can serve your business needs wherever you are.

4 Deeply Committed to Improving Your Experience with Us

Your time is important. So we're improving all the ways you can interact with us, so it's quick, simple and seamless.

5 The Stability of a Reliable, Extensive & Growing Fiber Network

Keeping your business up and running is our #1 priority. Our state-of-the-art fiber network meets the highest industry standards, including those of the Metro Ethernet Forum.

Read on to learn more about the Top 5 Reasons why our valued business customers choose TWCBC as their communications provider.



**ONE NETWORK.
ONE CLOUD.
ONE PROVIDER.**

TWCBC is proud to offer your business a complete solution set for both your network and managed cloud services requirements. We partner with you to truly unlock the full potential of your business.



HELPING CUSTOMERS ACHIEVE SUCCESS

"TWCBC provides us tremendous value for what we receive. The fact that we always have reliable, high-capacity connectivity in all our locations ensures we can operate at peak capacity, which translates into productivity and revenue."

— Dustin Peugeot,
General Manager, Liberty Ford

Customer since 2011; TWCBC services include Dedicated Internet Access, Internet and Television

Why Partner with Time Warner Cable **Business Class? One Network. One Cloud.** **One Provider.**

Best-in-Class Solutions Designed for Your Specific Needs

- **Data Services:** Super-fast Internet access with speeds up to 300 Mbps download over DOCSIS. For businesses that demand greater bandwidth than our Business Internet service, we offer Dedicated Internet Access (DIA) which is easily scalable up to 10 Gbps for continuous, protected connectivity between your LAN and the Internet. Your DIA service runs on our wholly owned, redundant and private end-to-end fiber network. Your DIA service is proactively monitored 24/7 to verify uptime and availability while our industry-leading service level agreements ensure optimal network performance and availability for your mission-critical operations.
- **WiFi:** Access to one of the nation's largest free WiFi Hotspot networks, Cable WiFi®, now totaling 400K+ hotspots in major cities across the country. Businesses with our Internet service can host a hotspot at no extra charge.
- **Voice:** Crystal clear business phone service with variety of calling plans and customizable options to fit your business needs.
- **Television:** Industry-specific lineups let you customize your programming for your audience. And our ongoing digital upgrades improve our network and service, freeing up bandwidth for additional services, such as more video on demand, more high- definition viewing and faster Internet speeds.

- **Advanced Network Services:** Services like Managed Router and Managed Security maximize your network performance and protect you against unnecessary risk and liability with a fully managed perimeter.

1ST North American Provider to Earn All 8 Carrier Ethernet Metro Ethernet Forum (MEF) 2.0 Certifications

- MEF CE 2.0 certification confirms our network's ability to deliver multiple services over a single Ethernet connection while performing at the highest industry standards.

Cloud and Managed Services

- Tailored cloud and application management solutions available through NaviSite, a Time Warner Cable company, operating 9 data centers worldwide.
- Our customers can bundle NaviSite services with TWCBC Ethernet to help realize solutions that can be fully managed from the network connectivity level to the operating system level – all backed by end-to-end Service Level Agreements.
- Customers benefit from the security and low latency of a fully on-net, single-provider solution, while receiving 24/7 expert support via our Network Operation Centers (NOCs).
- NaviSite awarded VMware 2015 Global Service Provider Partner of the Year, confirming our leadership as a leading provider of virtualization capabilities.

2



With TWCBC, you can count on a team of professionals, located right in your area.



HELPING CUSTOMERS ACHIEVE SUCCESS

"Time Warner Cable Business Class' engineers were extremely helpful in fine-tuning our solution. Now we have a very reliable and very scalable network. It's a quantum jump for us."

— **Leigh Anne Neal,**

Associate Superintendent for Communications, Shawnee Mission School District

Customer since 2003; TWCBC services include Ethernet LAN and Dedicated Internet Access

Why Partner with Time Warner Cable Business Class? Our Locally Based Teams of Professionals Are Dedicated to Your Business

Locally Based Teams Serve Your Business

- We work right here in your community to respond quickly and knowledgeably when it matters most.

We're Organized to Serve Your Business

- To serve your needs completely, we have dedicated sales and support teams for each business segment: Small Business, Mid-Market, Enterprise and Carrier. Our account team understands your unique requirements and can recommend the solutions to best meet them.

Build Your Competitive Edge with PerkZone®

- PerkZone is a free service available to you as a Time Warner Cable Customer and accessed via our customer portal My Account.
- Promote your business by posting an offer using the Member Offers feature of Discounts & Deals.
- Save on business services from leading providers of office supplies, computers, printing and more. Or redeem an offer from one of your fellow Time Warner Cable Business Class customers.

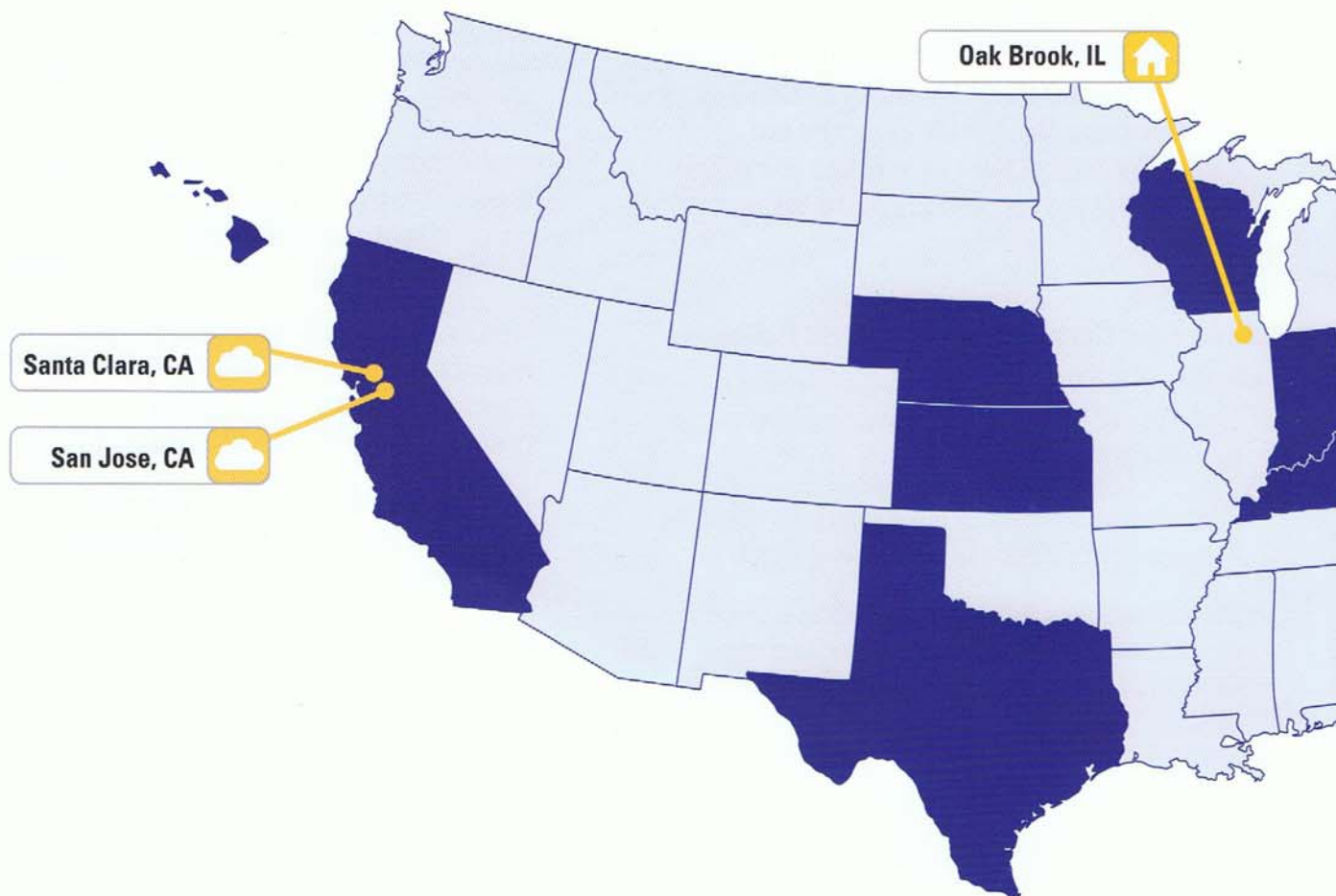
Broad Industry Expertise, Especially in HealthCare, Hospitality, Government & Education

- Support healthcare organizations such as hospitals, medical and rehab practices, labs, and skilled care facilities maximize occupancy levels, control costs and provide homelike environments.
- Enable hospitality businesses from national hotel brands to individual, independently operated boutique properties to drive guest satisfaction and improve operational efficiency.
- Help local, state and federal government organizations achieve mission-critical objectives to cut costs, streamline operations and improve efficiencies.
- Assist primary schools, higher education institutions and online education entities drive connected learning.



Time Warner Cable Business Class Network

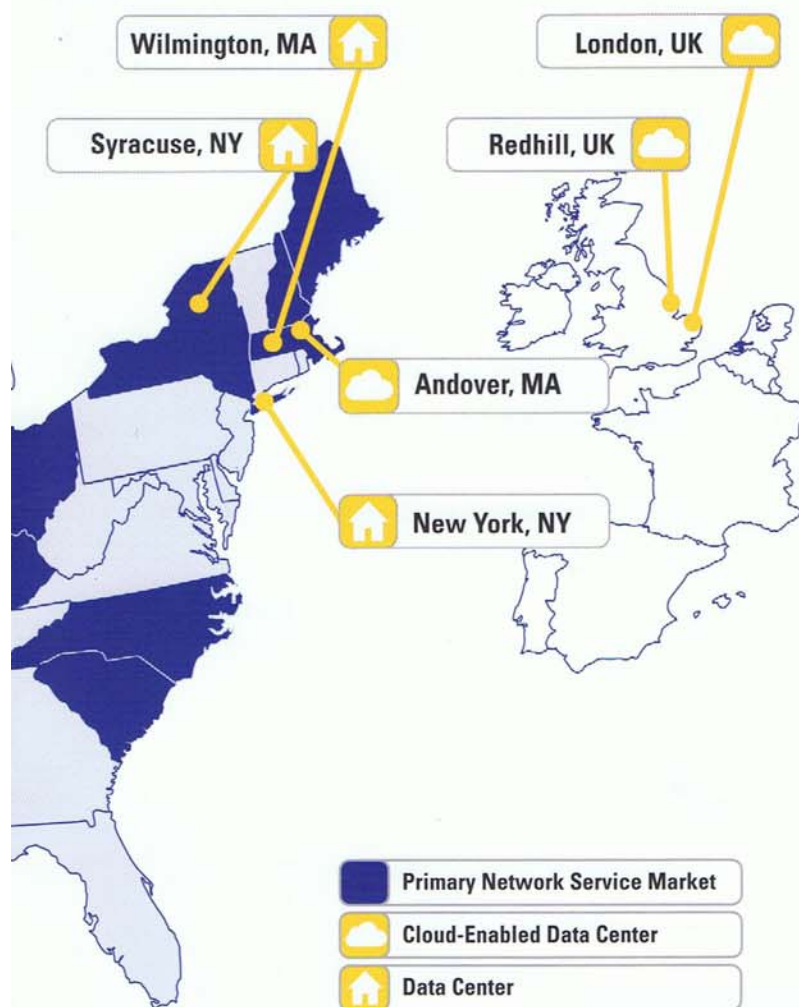
TWCBC serves business customers primarily in the 14 states shown here and can serve businesses



Why Partner with Time Warner Cable Business Class? Our Extensive Footprint Helps National and Multi-Location Businesses Thrive

Footprint and Data Center Locations

across the country through its Type II partnerships with many telecommunication providers.

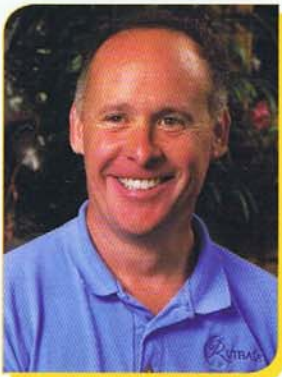


TWCBC Summary

- Providing network services in 14 states, including 3 of the top 5 markets in the U.S. (NYC, LA, Dallas), and providing managed cloud services worldwide
- Serving over 718,000 business customers
- 921K On-Net Buildings, 83K connected with fiber
- 150K fiber route miles
- 18K connected cell towers
- 9 enterprise-class data centers with 5 cloud nodes



We're deeply committed to improving your experience with us. Whether it be with our sales or call center representatives, on our website or mobile app, we're taking better care of our customers.



HELPING CUSTOMERS ACHIEVE SUCCESS

"TWCBC and our account executive have gone well beyond our expectations for customer service. All I have to do is make one call and things get done."

— **Mark Ruibal,**
VP, Ruibal's Plants

Customer since 2011; TWCBC services include ELAN, Internet, Phone and Television

Why Partner with Time Warner Cable Business Class? We're Continuously Improving the Customer Experience

Keeping You More Informed Throughout Your Sales and Installation Process

First impressions are important. That's why we're keeping new customers more informed than ever during their sales and installation process. For example, we email new customers during 4 early milestone events.

We've Enhanced Our Internal Processes to Enhance Your Experience

- And once our relationship begins, you can expect more efficient order handling too, as we've eliminated extra internal "hand-offs" and shortened your wait times.
- Through a renewed focus on providing an excellent customer experience, we've made a number of significant enhancements in Customer Care. Compared to 2014:
 - The amount of time our care representatives are available for customers, on the phone or via online chat, has increased 18%.
 - On average, our care representatives can now answer a customer's call 50% faster.
 - The percentage of times we resolve the customer's concern on the customer's first call keeps increasing.
- As a result of these and other enhancements, our customer representative score has increased by 4% over 2014.

- We also strive to provide you a quick and seamless experience. That's why we've deployed a new system that enables us to get a comprehensive view of your interactions with us. This improves the quality of customer care, as each agent has visibility to more information, such as your e-chats with us or when you've emailed us.

We're Providing You with More Control

- You have more flexibility in choosing the installation date that works best for you via our new Flexible Installation Date program.
- You can easily track the status of your order online with our new Online Order Tracking program. This is available for single-location orders of phone, Internet and video. Complex products and national and agent accounts are excluded at this time.
- Our customer portal, called My Account, now has an Automated Troubleshooting Tool, allowing you to resolve many issues without contacting our call center.
- You can access and manage your accounts anywhere, anytime through our new mobile app, TWC Business. You can pay your bill, troubleshoot equipment, and view or reschedule appointments. Download it for free from your mobile device's app store.



We are proud to offer your business a reliable and ever-expanding network that serves more than 718,000 customers every day.



HELPING CUSTOMERS ACHIEVE SUCCESS

"We wanted to build a foundation for supporting all our applications, current and future. That's why we went with Time Warner Cable Business Class. They are able to provide us a cost-effective solution. That is a major game-changer for us."

— **Puneet Sharma,**

Director Information Technology Services, Oxnard Union High School District

Customer since 2012; TWCBC services include Ethernet LAN

***Why Partner with Time Warner Cable Business Class?* Our Reliable, Extensive and Growing Hybrid Fiber-Coax Network Keeps You and Your Business Up & Running**

Leading-Edge Fiber Infrastructure That Is Truly Independent from Local Carrier Network Infrastructures

- We provide you with maximum reliability, resiliency and scalability through a core network designed around a fiber-optic, ring-based architecture.
- True “last mile” redundancy.

Dedicated Carrier Network Operations Center

- To provide your business maximum uptime, our national network operations center monitors our network 24/7.

Robust Fiber Service Level Agreements

- We're proud of our high standards for fiber service level agreement objectives:
 - Network availability of 99.99%
 - Packet loss of <0.1%
 - Mean Time to Repair of 4 hours

Continued Expansion via Capital Investments

- We are committed to proactively growing our national network through a significant fiber build initiative.

Interconnected Network Easily Connects Dispersed Offices

- Our national fiber backbone interconnects TWC regional networks across the country. This allows you to easily connect geographically dispersed office locations using efficient long-haul transport for delivery of TWCBC Ethernet and Internet Protocol (IP) services.
- We offer greater network reliability by collocating with major carriers at national point-of-presence locations across the U.S. Plus, the “last mile” connectivity we provide into individual business locations makes us a true alternative to local carriers and Type II providers.

Let's Get Started!

We would like to conclude as we began: by recognizing that your purchase decision is an important one, a long-term commitment that is critical to your business's success. As such, we hope you have found this review of our capabilities helpful in your consideration of Time Warner Cable Business Class as your communications service provider.

We are also happy to share our insights on the **10 Key Trends** that are shaping businesses today.

We would love the opportunity to hear from you and answer in person any questions you may have. Until then, please feel free to contact us – we're here to help.

Thank you,

Time Warner Cable Business Class Team

About Time Warner Cable Business Class

Time Warner Cable Business Class, a division of Time Warner Cable, offers a full complement of business communications tools to small, medium and enterprise-sized companies. Its Internet, voice, television, network and cloud services are enhanced by award-winning customer service and local support teams. Through its NaviSite subsidiary, Time Warner Cable Business Class also offers scalable managed services, including application services, enterprise hosting, and managed cloud services primarily in the U.S. and U.K. Time Warner Cable Business Class, founded in 1998, serves approximately 718,000 business customers throughout Time Warner Cable's service areas.



Sources for the **10 Key Trends** Reshaping How Businesses Manage Today's New Network on pages 4-5. For our full white paper, visit <https://business.timewarnercable.com/resource-center/white-papers/planning-for-the-new-network.html>.

- 1 "Cloud of Dreams—Adoption of the Cloud in 2014," Evolve IP, June 2014
- 2 "The 2014 State of the WAN Report," Ashton, Metzler & Associates, February 2014
- 3 "Mobility at Work: Making Personal Devices a Professional Asset," CDW, September 2013
- 4 Kensington Productivity Trends Survey 2015
- 5 "Seventh Annual State of the Network Global Study," Network Instruments, May 2014
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- 7 "Application Usage and Threat Report," Palo Alto Networks, June 2014
- 8 IDG Enterprise Big Data Study, 2014
- 9 "Complexity and Data Growth Driving Small and Medium Environments Toward a New Generation of Data Protection," IDC, July 09, 2014
- 10 "US Cybercrime: Rising Risks, Reduced Readiness. Key Findings from the 2014 US State of Cybercrime Survey," PwC, CSO magazine, the CERT Division of the Software Engineering Institute at Carnegie Mellon University, and the United States Secret Service, June 2014
- 11 "2014 Survey on Distributed Denial of Service (DDoS)," SANS Institute
- 12 2015 Evolve IP State of the Desktop, March 2015

For more information, please visit **BUSINESS.TWC.COM**





All information herein is sourced from internal TWC reporting unless otherwise specified. Not all products and services available in all areas. Pricing and actual speeds may vary. Lease of a digital set-top box required for all TV packages. Voice services do not include backup power, and should there be a power outage, phone service including the ability to access 911 services, may not be available. Cloud Services are available for an additional monthly charge and requires subscription to TWCBC Business Internet service. Managed Router Service and Managed Security are available for an additional monthly charge and requires purchase of TWCBC Business Internet or Ethernet. TWC WiFi Hotspot requires purchase of TWCBC Business Internet service at same location. Subject to change without notice. Some restrictions apply. © 2015 Time Warner Cable Enterprises LLC. All rights reserved. The Time Warner Cable Business Class logo is a trademark of Time Warner Inc., used under license. All other trademarks remain the property of their respective owners.